

Mari Belajar Sopan Santun Bahasa Indonesia Extended Notes

scenario summaries, step-by-step descriptions, pragmatic points, and more

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a document to accompany:

Mari Belajar Sopan Santun Bahasa Indonesia Videos

set of two videos filmed on location in Indonesia

and

Mari Belajar Sopan Santun Bahasa Indonesia Manual

pedagogical background and suggested activities

**Order Mari Belajar Sopan Santun Bahasa Indonesia [video plus manual] from from:
www.nflrc.hawaii.edu**

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INTRODUCTION

This document accompanies the NFLRC publication LT#34: *Mari Belajar Sopan Santun Bahasa Indonesia*[†]. Included here are extended notes for each video scenario consistin of the following.

time

The time it takes to view the video is written at the beginning of the text for each scenario in order to assist the instructor in selecting material and in planning the lesson.

summary

The summary consists of a single paragraph that sets up the situation. It explains who the characters are and their relationship to each other, where the event takes place, and the intended purpose and outcome of the interaction.

step by step

The step by step analysis describes the scenario or speech event in some detail. In the case of long scenarios, the text is subdivided into smaller sections that focus on individual phases of a particular scenario. For example in the scenario on a visit to the village, *Berkunjung ke Desa*, the text and the video are divided into four sections: 1) entering (*masuk rumah*), 2) chatting (*omong-omong*), 3) eating (*makan*), and 4) leave-taking (*pamit*).

The text includes a partial transcript of the interaction in the scenario. Material selected for transcription includes those utterances that contain pragmatically interesting information, such as speech acts, pragmatic routines, politeness markers, terms of address, pragmatic particles, etc. Along with the transcription of utterances, notes that provide additional information that might be useful in interpreting the discourse are interwoven throughout the text. These notes serve different functions. For example, they might provide some useful cultural information or they might call attention to variation in the pragmatic forms used or to the non-verbal behavior displayed and the reason behind that variation (e.g., a difference in the role relationships of the speakers to the addressee).

[†] Order NFLRC LT#34 (video plus manual) from www.nflrc.hawaii.edu.

DuFon, Margaret A. (2004). *Mari belajar sopan santun Bahasa Indonesia* extended notes. (NFLRC NetWork NW–LT–34) [PDF document]. Honolulu: University of Hawai'i, National Foreign Language Resource Center. <http://nflrc.hawaii.edu/NetWorks/NW–LT–34.pdf> [access: today's date].

pragmatic points

Following the transcript for each scenario (or in some cases, each section) is a list of pragmatic points, which are classified according to type. These include both non-linguistic politeness features (e.g., dress, handshakes, passing objects with the right hand, etc.) and linguistic politeness features of various types (e.g., speech acts, terms of address, etc.). Under each type is a list of the words or expressions used. For example, under *Greetings* will be a list of the greetings used in the interaction, under *Requests* will be a list of the requests used, and so forth. Forms that are insufficiently polite, hyper-polite, or grammatically inaccurate and therefore perhaps confusing (but not necessarily pragmatically inappropriate) are marked with an asterisk (*) in the list of pragmatic points. Having this list to refer to will make it easy for the instructor to determine at a glance what kinds of pragmatic information is particularly rich or sparse in a particular scenario, which can assist him or her in selecting what to focus on in a given lesson.

Caveats: It should be kept in mind, however, that the list of pragmatic points is decontextualized. When the material is presented to the students, these words and expressions should be discussed with respect to their placement within the conversational structure. For example, in a number of scenarios (*Di Bank 1*, *Di Biro Perjalanan: Karcis PELNI 1 & 2*, and *Mencari Tempat Penginapan 1 & 2*) the first pair part of the greeting includes a term of address whereas the response does not. For example,

greeting: *Selamat pagi, Pak.*

response: *Selamat pagi.*

While there are cases where the response also carries an address term, we do not find that the first greeter does not use an address term but the second one does. Similarly, while *ya* is sometimes used as a greeting response, it is never used to initiate the greeting routine. For example,

greeting: *Selamat siang.*

response: *Ya.*

It is important that learners' attention be drawn to these variations which follow a pattern according to the conversational structure since this too is a part of pragmatic competence.

The pragmatic points should also be considered with respect to the relevant contextual variables associated with their occurrence. These include the social identities of the interlocutors and their relationships to each other in terms of their relative power, their social distance, and their affective stance as well as the ranking of the imposition of a given act. For example, in *Berkunjung ke Desa*, when Pak Wahab greets his sister Bu Lilik he does so with *assalam'alaikum*, the Muslim greeting, because they share a Muslim identity. Bu Lilik and Bu Ani, in

contrast, do not share a common religion; however they do share a common ethnic heritage in that they are both Javanese. Consequently, when Bu Lilik greets Bu Ani, she uses Javanese *mangga*. However, when Bu Lilik greets Peggy, an American with whom she does not share a common religious or ethnic identity, she uses Indonesian, *Mari, silakan masuk*. In other words, the greeting forms that are used must be appropriate for one's social identity; *assalam'alaikum, mangga*, and *mari* cannot simply be substituted for one another without regard to the interlocutors' ethnic and religious identity.

Another example of contextual variation is also evident in *Kantor Imigrasi*, where the chief immigration officer, Pak H. Gusmaritno, invites his subordinate to enter with *suk* and to sit down with *duduk*; this contrasts with all other contexts in which someone is invited to enter and to sit where a politeness marker (e.g., *mari, silakan*) is used. Pak H. Gusmaritno can legitimately invite his subordinate to enter and to sit with the unmitigated *suk* and *duduk* by virtue of his power or superior status within the context of the immigration office. While this is appropriate for him to do so here, the instructor must make it clear that it is not appropriate in most other situations in which the learner is likely to find him- or herself.

To merely present a list of possible greetings, invitations or other pragmatic points without attending to the contextual variables or conversational structure could be misleading. Therefore, the summary list should be used to quickly identify the type of pragmatic content evident in a given scenario, not as a list of expressions to be taught without regard to their context or to their placement in the conversation.

learning focus

This section gives the instructor some very general ideas for how the materials might be used. For example, in *Naik Becak 1–3*, the bargaining process can be compared along the dimensions of gender and native-foreigner status (i.e., male foreigner, male Indonesian, female Indonesian). In *Mencari Tempat Penginapan 1–2*, the formality of the language can be contrasted with that in other scenarios (e.g., *Di Pasar 1–4*). In *Kantor Imigrasi*, the absence of politeness markers in the voice of authority contrasts with that of other situations (e.g., *Berkunjung ke Rumah Teman, Mencari Rumah Kost*) in speech acts such as inviting one to enter and to sit. These kinds of contrasts are listed under Learning Focus in order to give the instructor some ideas concerning how the material might be used. They should not limit the instructor, however, who may see other ways in which the pragmatic material might be taken advantage of beyond what is listed here.

MASUK RUMAH 1

time: 0:20

summary

Bu Mersti is a friend of Mbak Ririn and goes to her home to visit her. She brings with her a friend, Bu Ani, who has not yet met Mbak Ririn. Mbak Ririn opens the door and greets her friend, "O, Bu Mersti! Gimama kabarnya?"

Bu Mersti responds, "Baik" and introduces her friend, Bu Ani, "Ini teman saya, Bu Ani."

Mbak Ririn and Bu Ani each introduce themselves by saying their names.

Mbak Ririn invites them in, "Mari, silakan masuk."

They thank her, "Ma kasih" and enter.

MASUK RUMAH 2

time: 1:00

summary

Jeff and Stephanie arrive at the home of Pak Basenang and his daughter Mbak Ririn, where they are entertaining two guests, Bu Ani and Bu Mersti. They are invited to enter and Jeff introduces himself and his wife, Stephanie, and then they all greet and self-introduce. Pak Basenang then invites them to sit down. Before doing so Stephanie apologizes for bothering them. Pak Basenang assures her it is not necessary and they sit down.

step by step

Pak Basenang, his daughter Mbak Ririn, and two guests, Bu Mersti and Bu Ani, are all sitting together in Pak Basenang's living room. Jeff and Stephanie appear at the open doorway. Jeff knocks and says, "*Selamat malam.*"

Pak Basenang in turn greets his new guests with "*Selamat malam.*"

Jeff asks if they are at Mbak Ririn's house, "*Apakah ini rumah Mbak Ririn?*"

Pak Basenang stands, tells them it is, "*O, di sini, betul, betul, betul, betul*" and invites them to enter with "*Mari. Mari*" and a smiling face [To not smile would be rude.]

Jeff and Stephanie remove their shoes at the door before entering. They are nicely dressed.

Jeff introduces himself, "*Nama saya Jeff.*"

Pak Basenang then introduces himself by saying his name.

Jeff introduces his wife, Stephanie, "*Ini isteri saya, Stephanie.*"

The others introduce themselves by saying their names as they shake hands.

They shake hands with each person individually. They shake hands, more with the fingers than with the whole hand. Some bring the hand to the heart; others do not. [This style of shaking hands is from Indonesian Islamic culture.]

Pak Basenang invites them to sit down, by saying, "*Silakan duduk.*" Bu Ani politely bends down as she passes in front of Stephanie and Jeff.

Stephanie is *sungkan* and apologizes for breaking in on the visit, “O, *maaf mengganggu, Pak.*”

Pak Basenang assures her they are just friends from Manado, “O, *tidak. Ini teman-teman. Teman dari Manado. Kebetulan sekolah di sini.*” He again invites them to sit down, “*Silakan duduk.*”

Stephanie replies, “O, *ma kasih, Pak.*”

MASUK RUMAH 3

time: 1:30

summary

Bu Mei, her husband, Jesse, and their two sons, Jason and Daniel, go to visit their neighbor, Bu Sindrawati and her family. Bu Mei's family is new to the neighborhood and they have not really met this neighbor before. The maid comes out and opens the gate for them. Bu Sindra appears in the doorway and invites them into the house, telling them it is not necessary to remove their shoes. Once inside, she invites them to sit down.

step by step

Bu Mei and her family approach the house of Bu Sindra. Notice their clothes. Bu Mei is wearing a neat skirt and blouse, appropriate for a first visit to the neighbors. Jesse is wearing a comfortable t-shirt without a collar and nice pants. Indonesians usually feel that when visiting someone for the first time, the shirt ought to have a collar.

They must reach through the gate to find the bell. This is typical of urban homes in many parts of Indonesia. The maid slides up the door from the garage and comes out. They each greet each other with "*Selamat siang*" and then the maid asks, "*Cari siapa?*"

Bu Mei tells her, "*Saya mencari Ibu Sindra. Apakah Ibu Sindra ada di rumah?*"

The maid answers that she is, "*Ada,*" invites them into the yard with "*Silakan masuk,*" and opens the gate.

As they approach the house, Bu Sindra appears in the doorway. They greet each other with "*Selamat siang.*" They shake hands. Mei uses a rather firm American style handshake, moving the hands up and down several times. Jesse's handshake is milder and he then brings his hand to the heart.

Ibu Sindra introduces herself by saying her name.

Bu Mei introduces the family.

Bu Sindra invites them in, "*Silakan masuk.*"

Mei and Jesse respond, "*Terima kasih.*" Bu Sindra enters the house.

They both instruct the children in English to take off their shoes and they all begin to do so.

Bu Sindra then comes back out and tells them “*Ndak usah dilepas. Ya. dipakai saja. Mari masuk*” The imperatives use the polite passive form.

Mei tells the children in English that they do not need to take off their shoes. They all leave their shoes on and follow Bu Sindra into the house.

Indonesians often tell people to wear their shoes in the house; sometimes this is just *basa-basi*. The guest can test the sincerity of the host’s directive by giving an excuse for taking the shoes off, such as “*Kotor, Bu.*” [“They are dirty, Bu”]. If the host is serious, s/he will push the guest to leave the shoes on, perhaps because the floor is cold or dirty. Bu Mei, however, takes the invitation at face value and they decide to leave their shoes on.

Inside the house, Bu Sindra invites them to enter and sit down. “*Mari, silakan masuk, duduk.*”

She then calls her daughter, Mira, and tells her to introduce herself, “*Mira, ini kenalkan Pak Jesse.*”

Mira comes over, greets them and introduces herself, “*Halo. Mira.*”

Jesse, Mei and Daniel introduce themselves to her one by one. [Note that in contrast to *Masuk Rumah 2*, when they shake hands, they do not bring hands to the heart; this indicates that they are probably not Muslim.]

Bu Sindra again invites them to sit down, “*Mari, silakan duduk,*” and they all sit down. Bu Sindra directs her daughter to the appropriate seat by saying, “*Di sini, Mira,*” who then moves to where she has been directed.

PAMIT 1

time: 1:30

summary

Bu Mersti and Bu Ani have been visiting Pak Basenang and his daughter, Mbak Ririn. Recently other guests, Stephanie and Jeff, have arrived. After chatting awhile, Bu Ani signals to Bu Mersti that it is time to leave and they say their good-byes.

step by step

When there is a break in the conversation, Bu Ani signals to Bu Mersti that she would like to leave. *“Bu Mersti, kita pulang dulu?”*

The host, of course, overhears this. Bu Ani then excuses themselves to the other guests, *“Maaf, ya?”* and explains that they have been there a long time, *“Kami sudah lama.”*

Bu Ani then asks permission to leave from Pak Basenang, *“Permisi dulu.”* He in turn thanks her for their visit, *“Terima kasih banyak, Bu.”*

Bu Mersti stands and then the rest stand. [Actually, Bu Mersti should have waited for the host to stand first once she had given her signal that she wanted to leave.]

Bu Ani puts her cheeks together with Mbak Ririn and reminds her not to forget to send an invitation [to her wedding] *“Jangan lupa lho undanganya”* [lho here serves as a reminder, and means something like *remember*] She then asks her permission to leave, *“Pamit dulu.”*

Bu Mersti and Mbak Ririn also say goodbye by putting their cheeks together, first on one side of the face and then on the other.

Mbak Ririn reminds her to come back and visit often, *“Sering-sering ke sini lho, Bu.”* [lho here serves as a reminder, and means something like *remember*]

Bu Mersti also tells Mbak Ririn not to forget to send her an invitation, *“Jangan lupa undanganya, ya?”*

Bu Ani asks Pak Basenang to say hello to his wife for them, *“Pak salam kepada Ibu.”*

Pak Basenang asks about *bubur Manado* (a vegetable porridge that he knows they can make well, hinting for an invitation).

They tell him that next time they make *bubur Manado*, they'll call him to invite him over. "*Pokoknya nanti, kalau mau bikin bubur Manado, kami telpon Pak nanti.*"

Pak Basenang then points with his hand toward Jeff and Stephanie, "*Ini temannya Ririn,*" indicating that they should say goodbye to them too.

Bu Mersti says good-bye, "*Saya mau pamit.*"

Bu Ani says, "*Maaf, saya permisi dulu.*"

Stephanie replies, "*Mari, Selamat jalan.*"

Bu Ani and Bu Mersti each shake hands with Jeff and Stephanie as they say good-bye.

Then Bu Mersti and Bu Ani say, "*Selamat malam*" to their hosts.

PAMIT 2

time: 1:15

summary

Jeff and Stephanie have been visiting Pak Basenang and his daughter, Mbak Ririn. They brought with them a letter from Margaret for Mbak Ririn. Now, as the evening draws to a close, Pak Basenang returns to the topic that brought Stephanie and Jeff to his home, a letter from Margaret. Stephanie then asks to finish their tea. Then Jeff paments or asks permission to leave and they all say their good-byes.

step by step

Jeff and Stephanie have been visiting with Pak Basenang and his daughter, Mbak Ririn, at their home. As the evening draws to a close, Pak Basenang returns to the topic that brought Stephanie and Jeff to his home, the letter which he promises they will answer, *“Jadi suratnya, nanti Margaret kita balas nanti.”*

Stephanie then contributes to closing the visit by asking permission to finish her tea first, *“Permisi mungkin mau minum dulu”* [It would have been more appropriate to say, *“Bolehkah saya minum dulu”*].

The hosts encourage her to do so with *silakan* repeated a number of times.

They again all drink in unison, being careful to leave some tea in the cup.

Jeff then asks permission to leave, *“Mungkin mau pamit dulu.”* It is not necessary to give a reason for leaving; one can simply announce that s/he is leaving, which is what Jeff does. Also, Americans often use the word *mungkin* (maybe) to soften a request in cases where Indonesians would just make the request outright without *mungkin*. The *mungkin* can sound a bit odd to the Indonesian ear in such contexts.

Pak Basenang thanks his guests, *“Terima kasih banyak,”* and invites them to come back again and chat, saying, *“Jangan lupa, sering-sering ke sini, cerita-cerita.”* He adds that if they need any guidance later, he can give them guidance, *“Kalau perlu dikawal, nanti saya kawal”*

Stephanie returns the invitation, telling them to come over to their house whenever they want, *“Silakan main-main ke rumah, kapan saja.”*

Pak Basenang then mentions that he could send them an invitation and asks if they would like to come, "*Mau saya kasih undangan, ya? Mau datang?*" He means for his daughter's upcoming wedding, which was discussed earlier with the other guests.

Jeff interprets it to refer to the more immediate topic of visiting each other, so he thinks that Pak Basenang is referring to an invitation to come to his home again. Therefore Jeff replies that Pak Basenang does not need to bother; they will just stop by, "*Ndak usah repot, mampir aja.*"

Pak Basenang then thanks his guests, "*Terima kasih.*" He stands and the others follow.

Jeff thanks his host, "*Terima kasih banyak.*"

Pak Basenang says goodbye, "*Sampai ketemu lagi,*" to Jeff and then to Stephanie, and then thanks them for their visit, "*Terima kasih banyak.*" As they say these things, they also shake hands. Notice the handshakes. With Pak Basenang, each guest gives a two handed shake, enclosing the tips of each others' fingers. With Mbak Ririn, they give a one-handed shake, again a gentle shake using the fingers, not the entire hand.

Jeff turns toward the door and says, "*Mari, ya?*"

Pak Basenang replies, "*Ya,*" and again says, "*Terima kasih.*"

Pak Basenang and Mbak Ririn escort Jeff and Stephanie to the door, where they put their shoes back on before departing.

PAMIT 3

time: 1:05

summary

Mei announces that they would like to go home. Bu Sindra thanks them for the visit and invites them to return again. Then they stand and shake hands. They walk outside, where they thank each other and say good-bye.

step by step

Mei begins to close the conversation by saying, "*Mungkin kami pulang dulu, ya?*" It is not necessary to give a reason for leaving; one can simply announce that s/he is leaving. Native speakers are not likely to use *mungkin* when announcing they are ready to leave. Use of *mungkin* is nonnative and adds a foreign quality to the Indonesian.

Bu Sindra thanks her for the visit and for wanting to chat with her, "*Terima kasih atas kunjungan Anda. Mau bercakap-cakap dengan saya.*" She invites them to return again when they have time, "*Nanti kalau ada waktu, Anda bisa bermain di sini.*"

Mei thanks her with, "*O, terima kasih.*"

Bu Sindra reinforces her invitation by telling Daniel, "*Bisa ini bermain di sini.*" Jesse interprets for him, "*Wanna come and play here? Come and play?*"

Mei again announces, "*OK, kami pulang dulu.*"

Bu Sindra accepts it, with "*O, ya.*"

Mei thanks her, "*Terima kasih,*" and she replies, "*Terima kasih.*"

They all stand. Jesse and Mei replace their glasses on the table. Jesse and Daniel each shake hands with their hosts. Mei tries to get Jason to shake hands with his hosts but he just shakes hands with Mei. Mei shakes hands with Bu Sindra. Bu Sindra says, "*Ya, terima kasih,*" again thanking the guests for their visit.

Outside the door, Mei thanks her hostess, "*Terima kasih banyak.*" Bu Sindra returns the thank you, "*O, ya. Terima kasih.*" They then say good-bye. "*Selamat siang.*" Mei says, "*Sampai nanti.*"

BERKUNJUNG KE RUMAH TETANGGA

time: 7:35

summary

Bu Mei, her husband, Jesse, and their two sons, Jason and Daniel, go to visit their neighbor, Bu Sindra and her family. Bu Mei's family is new to the neighborhood and they have not really met this neighbor before.

step by step

masuk (1:30)

Bu Mei and her family approach the house of Bu Sindra. Notice their clothes. Bu Mei is wearing a neat skirt and blouse, appropriate for a first visit to the neighbors. Jesse is wearing a comfortable t-shirt without a collar and nice pants. Indonesians usually feel that when visiting someone for the first time, the shirt ought to have a collar.

They must reach through the gate to find the bell. This is typical of urban homes in many parts of Indonesia. The maid slides up the door from the garage and comes out. They each greet each other with “*Selamat siang*” and then the maid asks, “*Cari siapa?*”

Bu Mei tells her, “*Saya mencari Ibu Sindra? Apakah Ibu Sindra ada di rumah?*”

The maid answers that she is, “*Ada,*” invites them into the yard with “*Silakan masuk,*” and opens the gate.

As they approach the house, Bu Sindra appears in the doorway. They greet each other with “*Selamat siang.*” They shake hands. Mei uses a rather firm American style handshake, moving the hands up and down several times. Jesse’s handshake is milder and he then brings his hand to the heart.

Ibu Sindra introduces herself by saying her name.

Bu Mei introduces the family.

Bu Sindra invites them in, “*Silakan masuk.*”

Mei and Jesse respond *terima kasih*. Bu Sindra enters the house.

They both instruct the children in English to take off their shoes and they all begin to do so.

Bu Sindra then comes back out and tells them *"Ndak usah dilepas. Ya. dipakai saja. Mari masuk."* The imperatives use the polite passive form.

Mei tells the children in English that they do not need to take off their shoes. They all leave their shoes on and follow Bu Sindra into the house.

Indonesians often tell people to wear their shoes in the house; sometimes this is just *basa-basi*. The guest can test the sincerity of the host's directive by giving an excuse for taking the shoes off, such as *"Kotor, Bu."* ["They are dirty, Bu"]. If the host is serious, s/he will push the guest to leave the shoes on, perhaps because the floor is cold or dirty. Bu Mei, however, takes the invitation at face value and they decide to leave their shoes on.

Inside the house, Bu Sindra invites them to enter and sit down. *"Mari, silakan masuk, duduk."*

She then calls her daughter, Mira, and tells her to introduce herself, *"Mira, ini kenalkan Pak Jesse."*

Mira comes over, greets them and introduces herself, *"Halo. Mira."*

Jesse, Mei and Daniel introduce themselves to her one by one.

Bu Sindra again invites them to sit down, *"Mari, silakan duduk"* and they all sit down. Bu Sindra directs her daughter to the appropriate seat by saying, *"Di sini, Mira,"* who then moves to where she has been directed.

omong-omong dan minum

They begin to get to know each other. Bu Sindra begins with the topic of her neighbors' place of origin, *"Ibu dari mana?"*

Mei replies that they are from America and have been in Indonesia for 10 months. *"Kami berasal dari America. Hampir sepuluh bulan di Indonesia."*

Bu Sindra then asks them why they are here, *"Dalam tugas apa di Indonesia?"*

Mei replies that they are studying Indonesian language. *"Sekarang kami belajar Bahasa Indonesia."*

Bu Mei asks how long Bu Sindra has lived there, *"Ibu tinggal di sini berapa lama?"* and then how many children she has, *"Berapa anaknya?"*

She replies that she has three, telling their names, ages, and year in school. The oldest is in Surabaya and the younger two at home. She then calls her son who is at home, *"Herman? Ke sini Herman."*

Mei, in turn, says that Daniel will begin kindergarten in August.

Bu Sindra asks his age, *"Umur berapa, anaknya...?"*

Mei tries to engage Daniel in the conversation by asking him, "Can you tell her how old you are?" but he does not want to talk, so Mei answers.

Herman enters and Bu Sindra introduces him. "*Ini anak saya yang kedua, Herman.*" Herman then introduces himself, shaking hands with Mei and Jesse and then sits down with the group.

Jesse then asks Herman about his and his brothers' studies.

Bu Sindra then asks how long they will be in Indonesia, "*Anda di sini berapa lama?*" [Notice that she chooses the pronoun *Anda* to address Mei. This indicates that she and Mei are socially distant, but fairly equal in status. It also indicates Mei's identity as a foreigner]

Jesse replies that they plan to be there 3 or 4 years, and that they will study Indonesian first and then they will work as teachers.

They talk more about their studies: where they study, "*Sekarang Anda sekolah di mana?*"

Jesse tells her the name of the school, "*Di sekolah Kursus Bahasa Bineka.*"

Bu Sindra asks how long they've studied, "*Berapa lama Anda belajar di itu, Bahasa Indonesia?*"

After they reply that they have studied 10 months, Bu Sindra compliments them on their Indonesian speaking ability, "*Tapi cara berbicara Anda sudah bagus.*" This is a compliment that is frequently given to foreigners who speak Indonesian.

Mei appropriately and humbly replies that she is not yet fluent, "*Belum lancar.*"

Jesse humbly replies that he is slowly learning, "*Pelan-pelan.*" [It would have been better to reply. "*Saya masih dalam taraf belajar,*" which is clearer and more easily understood.

Bu Sindra then asks a common question addressed to expatriates, "*Senang tinggal di Indonesia?*"

Mei replies that they do because of the friendly people and it is safe. "*Ya, senang sekali. Orang-orang ramah sekali dan lebih aman.*"

The maid then delivers glasses of a cool beverage and invites them to drink, "*Mari, silakan apa? Minum.*" Bu Sindra repeats the invitation, "*Mari, silakan minum.*"

Mei then shifts herself forward and Herman gets up and begins serving the glasses to everyone.

Bu Sindra excuses herself, "*Sebentar, ya? Saya masuk dulu...*"

Jason refuses his drink and Mei explains that he is shy, "*Dia masih malu.*"

Jesse and Mei accept theirs with "*Terima kasih.*"

Then Mei indicates that Jason will have his later, *"Dia nanti."* Indonesians often say *"nanti aja"* indicating that they will do something later even when they have no intention of doing it.

Bu Sindra returns a little while later and apologizes, *"Maaf, ya? Saya tadi ada telpon."*

She then returns to the topic of her guests' place of origin since they are apparently of Asian ancestry. She asks, *"Anda sebeultunya berasal dari mana?"*

Mei explains that they are Chinese. She was born in Malaysia but has lived in the United States since age 3. Her husband Jesse was born in Cuba to Chinese immigrants.

Bu Sindra then says that her husband is *orang Kuangtung juga*.

The topic then turns to languages. Mei says that although they are Chinese they cannot speak Chinese.

Bu Sindra asks if the children can speak Indonesian yet? *"Apa anak Anda juga bisa berbahasa Indonesia?"*

Jesse replies, *"Sedikit saja."*

Mei adds, *"Dan malu sekali."*

Bu Sindra asks Daniel (age 4) how old he is. *"Dia umur berapa?"* She then says that she often sees him playing in front of the house.

pamit

Mei begins to close the conversation by saying, *"Mungkin kami pulang dulu, ya?"*

Bu Sindra thanks her for the visit and for wanting to chat with her, *"Terima kasih atas kunjungan Anda. Mau bercakap-cakap dengan saya."* She invites them to return again when they have time, *"Nanti kalau ada waktu, Anda bisa bermain di sini."*

Mei thanks her with, *"O, terima kasih."*

Bu Sindra reinforces her invitation by telling Daniel, *"Bisa ini bermain di sini."* Jesse interprets for him, *"Wanna come and play here? Come and play?"*

Mei again announces, *"OK, kami pulang dulu."*

Bu Sindra accepts it, with *"O, ya."*

Mei thanks her, *"Terima kasih,"* and she replies, *"Terima kasih."*

They all stand. Jesse and Mei replace their glasses on the table. Jesse and Daniel each shake hands with their hosts. Mei tries to get Jason to shake hands with his hosts but he just shakes hands with Mei. Mei shakes hands with Bu Sindra.

Bu Sindra says, *"Ya, terima kasih,"* again thanking the guests for their visit.

Then they all walk out of the house.

Outside the door, Mei thanks her hostess, "*Terima kasih banyak.*"

Bu Sindra returns the thank you, "*O, ya. Terima kasih.*"

They then say good-bye. "*Selamat siang.*"

Mei says, "*Sampai nanti.*"

BERKUNJUNG KE RUMAH TEMAN 1

time: 9:00

summary

Bu Mersti is a friend of Mbak Ririn and goes to her home to visit her. She brings with her a friend, Bu Ani, who has not yet met Mbak Ririn. While there, Bu Mersti asks to speak to Mbak Ririn's father, Pak Basenang, who, like Bu Mersti, is from the island of Sulawesi. Mbak Ririn serves tea and snacks, Pak Basenang joins them and they all sit and chat. Later, two foreigners, Stephanie and Jeff arrive, bringing Mbak Ririn a letter from a mutual friend, Bu Margaret. Shortly after, Bu Mersti and Bu Ani leave.

step by step

masuk

Bu Mersti is a friend of Mbak Ririn and goes to her home to visit her. She brings with her a friend, Bu Ani, who has not yet met Mbak Ririn. Mbak Ririn opens the door and greets her friend, *"O, Bu Mersti! Gimama kabarnya?"*

Bu Mersti responds, *"Baik,"* and introduces her friend, Bu Ani, *"Ini teman saya, Bu Ani."*

Mbak Ririn and Bu Ani each introduce themselves by saying their names.

Mbak Ririn invites them in, *"Mari, silakan masuk."*

They thank her, *"Ma kasih,"* and enter.

omong-omong dan minum

Mbak Ririn asks her friend Bu Mersti to tell her what she has been doing.

Bu Mersti explains that she is studying S-2 (similar to a master's degree), *"Saya ambil S-dua di PPS ini."*

Mbak Ririn asks her if she is in the current class, *"Anu angkatan ini, ya?"* and who she has come with, *"Dengan siapa, Bu Mersti, melanjutkan ke sini?"*

Bu Mersti clarifies that she means who has come from Manado, *"Yang dari Manado?"* and then explains that she has come alone, *"O, kebetulan saya sendiri,"* but that she has her friend Ani from Irian, who has also come along, *"Terus teman saya dari Irian Bu Ani juga gitu."*

Bu Ani explains that she is from the city of Jayapura, *"Saya dari Jayapura."*

Since Bu Ani and Mbak Ririn are meeting for the first time, Mbak Ririn asks her questions about herself in order to get to know her better. First she asks where in Jayapura she lives, *"Tinggalnya di mana, Bu, di Jayapura?"*

Mbak Ririn asks her if she is from Jayapura originally, *"Ibu asli dari Jayapura, Bu?"*

Ani says no, *"Nggak."*

Mbak Ririn asks if she was just assigned to work there, *"Dinasnya saja?"*

Bu Ani replies in the affirmative, *"Ya, saya dinas di Jayapura."*

She then asks where she is from originally, *"Asalnya dari...?"*

Bu Ani explains that she is from Central Java, *"Jawa Tengah."*

Mbak Ririn asks where she is from more specifically, *"Dari Jawa Tengah. Dari mana, Bu?"*

Bu Ani tells her she is from Salatiga, *"Dari Salatiga."* She explains, however, that she has lived in Jayapura since she was young. *"Cuma sesudah terlaalu lama, ya, di Jayapura. Ya, sudah sejak kecil sebenarnya saya di Jayapura."*

Mbak Ririn asks her where she is staying in Malang, that is, where her boarding house is, *"Di Malang, kost di mana, Bu?"*

Bu Ani tells her she lives at 17 Surakarta Street, *"Di Jalan Surakarta tujuh belas... sama-sama dengan Bu Mersti."*

Bu Mersti asks Mbak Ririn where she is now and she explains that she is studying in the English Department. Bu Mersti says that they are in the Indonesian Language Department. Mbak Ririn mentions that her father is there also and Bu Mersti says that he was once her professor. *"Kan dulu Bapak dosen saya juga di sini."*

Bu Mersti then asks about how her father is, *"Terus gimana Bapak?"* Mbak Ririn says that he is fine, *"Bapak sehat-sehat."*

Bu Mersti then asks Mbak Ririn whether her father is at home. *"Ada? Di belakang?"*

When Mbak Ririn tells her that he is, *"Ada sekarang,"* Bu Mersti mentions that she would like to talk to him later. *"Nanti sebentar saya mau ngomong sama Bapak, ya?"*

Bu Mersti then asks Mbak Ririn about her news in a vague way, *"Gimana, Mbak Ririn? Sudah kan?"* In this context, it means, *"Are you going to get married.?"* Her facial expression conveys the meaning too.

Mbak Ririn pretends not to understand and asks her what she means, *"Apanya, Bu?"*

Bu Mersti tells her that she has heard that she is going to get married. "*Kemarin saya dengar kan mau menikah.*" Mbak Ririn asks where she heard it, and Bu Mersti tells her from Pak Ben.

Bu Ani then asks to be invited, "*Kalau gitu, jangan lupa lho undangannya.*" Although Bu Ani has just met Mbak Ririn, she asks to be invited to her wedding. Indonesians often ask to be invited. The particle *lho* serves as a reminder.

After a little while, Mbak Ririn excuses herself to prepare tea by saying, "*Sebentar, Bu, ya?*"

They tell her, "*Ndak usah repot-repot, Mbak.*"

When she returns, Bu Ani exclaims, "*Aduh! Kok repot-repot, Mbak Ririn.*"

Mbak Ririn invites them to drink with "*Mari, silakan.*"

They reply, "*Terima kasih,*" but do not drink.

Bu Mersti asks if her father is there. *Bapak ke mana, ya?*

Mbak Ririn replies that he is and asks her to wait a minute, "*Ada sebentar.*" She then invites them to drink again, "*Mari, silakan.*"

They again reply, "*Terima kasih,*" but do not drink.

In a minute Mbak Ririn returns with additional refreshments followed by her father, Pak Basenang Saliwangi.

Pak Basenang greets them saying, "*Selamat datang.*"

Bu Mersti and Bu Ani stand to greet him. Bu Ani says, "*Selamat, Pak.*" They shake hands with him, then bring their hands to their chest. Some say this signifies taking the warm feelings from the other and placing them in your heart. [In the Javanese culture as well as in the Muslim, one brings the hand to heart after shaking hands in a greeting.] Bu Ani, who is Christian, may be accommodating to the Muslim culture or she might do this because she is originally from central Java.

Bu Mersti introduces her friend, Bu Ani, and then they all chat for awhile.

Later they are invited again to take a drink, "*Silakan minum.*"

They respond, "*Terima kasih,*" but do not drink any. Mbak Ririn coaxes them again, "*Mari, Bu.*"

Note the timing of the drinking. All drink together (except Mbak Ririn, who has no drink).

Note that they lift both cup and saucer, take a sip and return both cup and saucer to the table.

Mbak Ririn offers them a snack, "*Mari, Bu.*" They take it and say, "*Terima kasih.*"

They chat some more, then later Pak Basenang invites them to drink again with “*Silakan minum.*” They drink in unison again. He does this because it is not polite for the host to drink by himself. They have to drink.

Jeff and Stephanie appear at the open doorway. Jeff knocks and says, “*Selamat malam.*”

Pak Basenang in turn greets his new guests with “*Selamat malam.*”

Jeff asks if they are at Mbak Ririn's house, “*Apakah ini rumah Mbak Ririn?*”

Pak Basenang stands, tells them it is, “*O, di sini, betul, betul, betul, betul,*” and invites them to enter with “*Mari, mari,*” and a smiling face [Not to smile would be rude.]

Jeff and Stephanie remove their shoes at the door before entering. They are also dressed rather formally.

Jeff introduces himself, “*Nama saya Jeff.*”

Pak Basenang then introduces himself by saying his name.

Jeff introduces his wife, Stephanie, “*Ini isteri saya, Stephanie.*”

The others introduce themselves by saying their names as they shake hands.

They shake hands with each person individually. They shake hands, more with the fingers than with the whole hand. Some bring the hand to the heart; others do not.

Pak Basenang invites them to sit down, by saying, “*Silakan duduk.*” Bu Ani politely bends down as she passes in front of Stephanie and Jeff.

Stephanie is *sungkan* and apologizes for breaking in on the visit, “*O, maaf mengganggu, Pak.*”

Pak Basenang assures her they are just friends from Manado, “*O, tidak. Ini teman-teman. Teman dari Manado. Kebetulan sekolah di sini.*” He again invites them to sit down, “*Silakan duduk.*”

Stephanie replies, “*O, ma kasih, Pak.*”

They explain that they have brought a letter for Ririn from Bu Margaret, a mutual friend, and chat about her for awhile.

pamit

When there is a break in the conversation, Bu Ani signals to Bu Mersti that she would like to leave. “*Bu Mersti, kita pulang dulu?*”

The host, of course, overhears this. Bu Ani then excuses themselves to the other guests, “*Maaf, ya?*” and explains that they have been there a long time, “*Kami sudah lama.*”

Bu Ani then asks permission to leave from Pak Basenang, "*Permisi dulu.*" He in turn thanks her for their visit, "*Terima kasih banyak, Bu.*"

Bu Mersti stands and then the rest stand. [Actually, Bu Mersti should have waited for the host to stand first once she had given her signal that she wanted to leave.]

Bu Ani puts her cheeks together with Mbak Ririn and reminds her not to forget to send an invitation [to her wedding], "*Jangan lupa lho undanganya,*" [lho here serves as a reminder, and means something like *remember*] She then asks her permission to leave, "*Pamit dulu.*"

Bu Mersti and Mbak Ririn also say goodbye by putting their cheeks together, first on one side of the face and then on the other.

Mbak Ririn reminds her to come back and visit often, "*Sering-sering ke sini lho, Bu.*"

Bu Mersti also tells Mbak Ririn not to forget to send her an invitation, "*Jangan lupa undanganya, ya?*"

Bu Ani asks Pak Basenang to say hello to his wife for them, "*Pak salam kepada Ibu.*"

Pak Basenang asks about *bubur Manado* (a vegetable porridge that he knows they can make well, hinting for an invitation)

They tell him that next time they make *bubur Manado*, they'll call him to invite him over. "*Pokoknya nanti, kalau mau bikin bubur Manado, kami telpon Pak nanti.*"

Pak Basenang then points with his hand toward Jeff and Stephanie, "*Ini temannya Ririn,*" indicating that they should say goodbye to them too.

Bu Mersti says good-bye, "*Saya mau pamit.*"

Bu Ani says, "*Maaf, saya permisi dulu.*"

Stephanie replies, "*Mari, Selamat jalan.*"

Bu Ani and Bu Mersti each shake hands with Jeff and Stephanie as they say good-bye.

Then Bu Mersti and Bu Ani say "*Selamat malam*" to their hosts.

BERKUNJUNG KE RUMAH TEMAN 2

time: 11:35

summary

Jeff and Stephanie go to the home of Pak Basenang to visit his daughter Mbak Ririn. They are bringing her a letter for Ririn from Bu Margaret, a mutual friend. They have never met Mbak Ririn or her father before. They deliver the letter and stay for a short visit, during which time they are served tea and snacks. They chat about various topics including Bu Margaret, and Indonesian language study. Pak Basenang and Mbak Ririn ask Stephanie and Jeff questions such as where they live in Malang, how they like it there, and where they have visited in Indonesia. Stephanie and Jeff ask Pak Basenang how long he has been in Malang and where he is from originally. As the evening draws to a close, Pak Basenang returns to the topic of the letter, which was the reason for their visit. Stephanie and Jeff finish their tea and say their goodbyes. During the process, they all discuss getting together again but without making any definite commitments to do so. Pak Basenang and Mbak Ririn show their guests to the door and they leave.

step by step

masuk

Pak Basenang, his daughter Mbak Ririn, and two guests, Bu Mersti and Bu Ani, are all sitting together in Pak Basenang's living room. Jeff and Stephanie appear at the open doorway. Jeff knocks and says, "*Selamat malam.*"

Pak Basenang in turn greets his new guests with "*Selamat malam.*"

Jeff asks if they are at Mbak Ririn's house, "*Apakah ini rumah Mbak Ririn?*"

Pak Basenang stands, tells them it is, "*O, di sini, betul, betul, betul, betul,*" and invites them to enter with "*Mari. Mari*" and a smiling face [Not to smile would be rude.]

Jeff and Stephanie remove their shoes at the door before entering. They are also dressed rather formally.

Jeff introduces himself, "*Nama saya Jeff.*"

Pak Basenang then introduces himself by saying his name.

Jeff introduces his wife, Stephanie, *“Ini isteri saya, Stephanie.”*

The others introduce themselves by saying their names as they shake hands.

They shake hands with each person individually. They shake hands, more with the fingers than with the whole hand. Some bring the hand to the heart; others do not.

Pak Basenang invites them to sit down, by saying, *“Silakan duduk.* Bu Ani politely bends down as she passes in front of Stephanie and Jeff.

Stephanie is *sungkan* and apologizes for breaking in on the visit, *“O, maaf mengganggu, Pak.”*

Pak Basenang assures her they are just friends from Manado, *“O, tidak. Ini teman-teman. Teman dari Manado. Kebetulan sekolah di sini.”* He again invites them to sit down, *“Silakan duduk.”*

Stephanie replies, *“O, ma kasih, Pak.”*

omong-omong dan minum

Jeff explains the purpose of their visit, that is, they have brought a letter from a mutual friend, Bu Margaret, *“Pak, sebenarnya, kami mau menyampaikan surat ini kepada Mbak Ririn. Ini dari Bu Margaret.”*

Stephanie hands the letter over, saying, *“Permisi, mbak ini suratnya Bu Margaret.”* [*Permisi* here is not necessary and makes the utterance overly polite.]

Mbak Ririn thanks her, *“Terima kasih,”* and she replies, *“Sama-sama.”*

They chat for awhile about the letter and Bu Margaret, who has recently finished her Ph.D. and will move to California to begin working there as a professor.

Pak Basenang expresses that he hopes they will be able to meet her again, *“Mudah-mudahan nanti bisa jumpa.”* Next he first asks them to say hello, *“Salam,”* to Bu Margaret when she contacts her, and adds that they will answer the letter later, *“Nanti kita balas suratnya.”*

Pak Basenang explains that she is a good friend of his family and once celebrated Idul Adha with them by eating Buginese food at their home.

Then when there is a break in the conversation, Bu Ani signals to Bu Mersti that it is time to leave. *“Bu Mersti, kita pulang dulu?”* Bu Ani apologizes, *“Maaf, ya? Kami sudah lama.”* They say their goodbyes. In the process, Bu Ani asks Pak Basenang to say hello to his wife for them, *“Pak salam kepada Ibu.”*

After they have said goodbye to everyone, they leave.

After they leave, Pak Basenang invites Stephanie and Jeff to sit down again by saying *Silakan duduk.”*

Jeff replies, *“Terima kasih.”*

They ask each other questions that are appropriate for a first meeting.

Pak Basenang begins by asking them, "*Berapa lama di Malang ini?*"

Jeff replies they have been there for around two and a half years, "*Sekitar dua tahun setengah.*"

Pak Basenang mentions that people come from many countries to study Indonesian language there, and that coincidentally his daughter is a tutor for Indonesian language, "*Kebetulan Ririn ikut jadi tutor.*"

Ririn talks a little about her studies and her work. Stephanie asks her how long she has been doing this, "*Selama berapa lama, mbak?*"

Ririn replies that she has been doing it since 1997, or for three years already. "*Saya menjadi tutor sejak tahun sembilan tujuh. Tiga tahun.*"

Ririn then asks them where they live, "*Di sini, tinggal di mana?*"

Stephanie replies that they have a home, "*O, kami punya rumah.*"

Ririn probes further, asking which street, "*Jalan?*"

Stephanie replies that they live on CC-2 Street, Number 1, "*Jalan C-C dua, nomor satu.*"

Jeff then asks Pak Basenang several questions about himself: how long he has been in Malang, "*Kalau Pak, sudah lama di sini?*" [The bare address term when functioning as a pronoun should be the full form, *Bapak*.]

Pak Basenang replies that he has been there since 1960. He came there originally as a student and then became a teacher of Indonesian language.

Jeff then asks Pak Basenang where he is from originally, "*Terus, Pak, asal mana?*"

Pak Basenang states that he is originally from South Sulawesi, a village about 200 kilometers from Ujung Pandang.

Pak Basenang again asks if they have been there long, "*Sudah lama di sini?*"

They reply that they have, "*Lama.*"

Pak Basenang asks a question that is frequently directed to foreigners, that is, he wants to know if they like living in Malang. He asks, "*Bagaimana Malang? Cukup? Sesuai?*"

Stephanie answers that she does, "*Sesuai. Kerasan di sini,*" indicating that she has adapted and enjoys life there.

Mbak Ririn asks Stephanie, where she is from originally, which city in America, "*Ngomong-ngomong, asalnya dari mana? Dari Amerika Serikat, kota apa?*" [Ngomong-ngomong is used here as a topic marker to indicate a slight switch in topic, but a switch to a related topic]

Stephanie explains that she is originally from Utah; she was born in Utah, “*O, asal dari Utah, lahir di Utah.*”

Mbak Ririn asks Stephanie about her activities in Indonesia, “*Kegiatnya Mbak Stephanie di Malang, apa saja?*” Stephanie replies that it is whatever she wants, “*Apa saja.*”

Mbak Ririn asks if she is accompanying her husband, “*Menemani Mas Jeff?*”

Stephanie replies that that is correct. She works at home, “*Uh huh, tugas di rumah.*”

Mbak Ririn asks her which Indonesian foods she can cook, “*Sudah bisa masakan Indonesia apa?*” Stephanie answers with an appropriately humble reply, “*O, ya, lumayan bisa, yang mudah-mudah bisa, yang sederhana, lumayan biasa.*”

Pak Basenang says to Mbak Ririn in a soft voice, “*Ambilkan minum.*” She excuses herself to get refreshments, saying, “*Ya, sebentar mbak.*” Stephanie, tells her it is not necessary, “*O, ndak usah repot-repot, Mbak.*” Pak Basenang returns the *basa-basi* with “*Ini sudah biasa. Sudah malam.*” Because it is night time, it is cold in Malang so they need a hot drink.

After a time, Mbak Ririn returns from the kitchen and serves a cup of tea to Jeff and Stephanie. Pak Basenang helps clear the cups of the previous guests. They continue talking. Note that Stephanie and Jeff do not drink from them until invited to do so. Even when given the invitation to drink, Stephanie and Jeff are still reluctant. Mbak Ririn invites them several times saying, “*Mari, silakan. Mari, mari.*” Actually this seems kind of rushed. Perhaps the hosts are tired as it is evening and they have had many guests that day. Ideally the host would not rush the guest.

They say “*Terima kasih*” but do not drink and so Pak Basenang encourages them by saying that they should not be shy and to go ahead, “*Jangan malu-malu! Silakan. Silakan.*”

Pak Basenang lifts his cup of tea and the saucer from the table to his lap. He waits for Stephanie and Jeff to pick up their cups before drinking.

Jeff then comments that the Javanese people use the [Javanese] word *sungkan* [rather than the Indonesian word *malu-malu*]. “*Orang Jawa bilang sungkan.*” Pak Basenang then says “*Jangan sungkan,*” meaning “Don’t be shy” or “Don’t be reluctant.” Then the three drink in unison. (The host’s drinking is a strong signal that it is OK for the guests to drink and that there is no more need to be reluctant or show restraint.) After taking a sip, they return their cups and saucers to the table. Mbak Ririn says “*permisi*” as she stands up and passes in front of Stephanie in order to reach for the snacks. As she serves the snacks, she invites them to eat, saying, “*Mari, silakan makan.*”

Stephanie asks if Mbak Ririn made them, "*Mbak Ririn yang membuat?*" since homemade goodies are highly valued and if served, proper appreciation must be shown; however, in this case, they were not homemade.

Pak Basenang then asks if they are sweet, "*Manis?*" [Indonesians frequently comment about the taste of food and check to see if it is to their guests' liking.]

Mbak Ririn asks another question commonly asked of foreign visitors, that is, where they have visited in Indonesia, "*Selama di Indonesia sudah pergi ke mana saja? Pulau-pulau?*" They discuss the islands they have visited, including Bali, Lombok, Flores, and Kalimantan, specifically South Kalimantan. Mbak Ririn continues probing by encouraging them to say more with expressions such as, "*Terus, mana lagi?*" and "*Terus?*"

Pak Basenang asks whether or not they have visited Toraja yet, a tourist area that is relatively near his hometown in South Sulawesi. They reply that they have not. Pak Basenang and Mbak Ririn then explain the burial practices of the Torajans, which is the aspect of the culture that tourists find interesting.

pamit

As the evening draws to a close, Pak Basenang returns to the topic that brought Stephanie and Jeff to his home, the letter which he promises they will answer, "*Jadi suratnya, nanti Margaret kita balas nanti...*"

Stephanie then contributes to closing the visit by asking permission to finish her tea first, "*Permisi, mungkin mau minum dulu,*" [It would have been more appropriate to say, "*Bolehkah saya minum dulu*"].

The hosts encourage her to do so with *silakan* repeated a number of times.

They again all drink in unison, being careful to leave some tea in the cup.

Jeff then asks permission to leave, "*Mungkin mau pamit dulu.*" It is not necessary to give a reason for leaving; one can simply announce that s/he is leaving, which is what Jeff does. Also, Americans often use the word *mungkin* (maybe) to soften a request in cases where Indonesians would just make the request outright without *mungkin*. The *mungkin* can sound a bit odd to the Indonesian ear in such contexts.

Pak Basenang thanks his guests, "*Terima kasih banyak,*" and invites them to come back again and chat, saying, "*Jangan lupa, sering-sering ke sini, cerita-cerita.*" He adds that if they need any guidance later, he can give them guidance, "*Kalau perlu dikawal, nanti saya kawal.*"

Stephanie returns the invitation, telling them to come over to their house whenever they want, "*Silakan main-main ke rumah, kapan saja.*"

Pak Basenang then mentions that he could send them an invitation and asks if they would like to come, "*Mau saya kasih undangan, ya? Mau datang?*" He means for

his daughter's upcoming wedding, which was discussed earlier with the other guests.

Jeff interprets it to refer to the more immediate topic of visiting each other, so he thinks that Pak Basenang is referring to an invitation to come to his home again. Therefore, Jeff replies that Pak Basenang does not need to bother; they will just stop by, *"Ndak usah repot, mampir aja."*

Pak Basenang then thanks his guests, *"Terima kasih."* He stands and the others follow.

Jeff thanks his host, *"Terima kasih banyak."*

Pak Basenang says goodbye, *"Sampai ketemu lagi,"* to Jeff and then to Stephanie, and then thanks them for their visit, *"Terima kasih banyak."* As they say these things, they also shake hands. Notice the handshakes. With Pak Basenang, each guest gives a two handed shake, enclosing the tips of each others' fingers. With Mbak Ririn, they give a one-handed shake, again a gentle shake using the fingers, not the entire hand.

Jeff turns toward the door and says, *"Mari, ya?"*

Pak Basenang replies, *"Ya,"* and again says, *"Terima kasih."*

Pak Basenang and Mbak Ririn escort Jeff and Stephanie to the door, where they put their shoes back on before departing.

DI MANA JALAN KE...? 1

time: 1:35

summary

Andrew is walking down the street with a map and is looking for his way to the university when an Indonesian woman comes along and helps him find the way.

step by step

Andrew walks down the street with a map looking lost. An Indonesian woman notices him and asks if he needs help, *"Hai. Ada yang bisa saya bantu?"*

He asks her the way to the auditorium, *"O, ya. Saya mau ke audit di Universitas Malang dan saya ndak tahu di mana itu."*

She gives him complete directions.

He repeats them back but in a simplified manner.

She expands on his utterances.

Once it is clear that he understands, he thanks her, “OK, *terima kasih banyak, ya?*”

She replies, “*Sama-sama.*”

DI MANA JALAN KE...? 2

time: 2:10

summary

Peggy emerges from Wartel (the telephone office). She sees an Indonesian woman in the street and approaches her to ask directions to Jalan Jombang, Gang Tiga. The woman tells her the directions and Peggy repeats them back, then thanks the woman and says goodbye.

step by step

Peggy walks out of the Wartel office and passes several people as she does so. She says *permisi* (excuse me) as she passes them. One of the young man tells her to go ahead by responding, “*Mari, mari.*”

She heads out into the street, where she sees an Indonesian woman. She approaches her to ask directions. She begins with “*A, permisi, Mbak.*”

The woman asks, “*Ada yang bisa saya bantu?*”

Peggy responds in the affirmative, “*Ya,*” and then she asks for information, “*Di mana jalannya ke Jalan Jombang, Gang Tiga?*”

The woman gives her directions as far as Jalan Jombang and tells her to ask for further directions there. “*Dari pojok, Anda nanti belok ke kanan, ya? Maaf. Belok ke kiri. Belok ke kiri. Dan Anda berjalan terus sampai ke jalan besar. Jadi jalan besar nanti Anda bisa terus sampai di mikrolet. Dan di sebelah kiri ada Jalan Jombang. Nanti di sana Anda bisa bertanya, ‘Di mana Gang Tiga?’*”

Peggy repeats the directions back. When her understanding is confirmed, she thanks the woman, “*O, ya, terima kasih banyak, ya?*”

The woman replies, “*Sama-sama.*”

Then they each say goodbye, “*Mari.*” [Although it is polite to say *Mari*; it is not really necessary. A smile would be sufficient.]

DI MANA JALAN KE...? 3

time: 1:00

summary

Mbak Peni is walking down the street looking for the place to catch the mikrolet to the alun-alun or town square. She sees a man, approaches him and asks directions. He tells her which mikrolet to take, how to get to the mikrolet stop, and which side of the street to wait on.

step by step

Mbak Peni is walking down the street looking for the place to catch the *mikrolet* to the *alun-alun*. She sees a young man and approaches him to ask for information. In order to get his attention, she calls out, "*Bapak, permisi Pak.*" As she says this, she politely bows a little. This shows a humble attitude, which is necessary in order to show politeness when imposing on someone for their help.

Once she has his attention she asks, "*Saya mau ke alun-alun. Itu bisa naik mikrolet ke jurusan mana, Pak?*"

He tells her she can take route LG.

She then asks where to get on the *mikrolet*, "*Saya bisa naik dari mana, Pak?*"

He then gives directions to the stop. "*Dari sana, ya? Jalan terus, jalan terus belok kiri, di sana notok, terus belok kanan, itu lurus, ya? Jalan lurus di sana, di pojoknya itu, ada mikrolet LG.*"

Mbak Peni checks to find out which direction she needs to go, "*Itu ke arah mana itu?*" and he tells her to catch the southbound one, "*Ke arah selatan.*"

She confirms her understanding of the directions by repeating them back and he likewise repeats parts of the directions.

She thanks him, "*Terima kasih, Pak.*"

He replies, "*Sama-sama.*"

Mbak Peni says, "*Mari,*" and they each continue on their way.

DI PASAR 1

time: 0:45

summary

Stephanie goes to the outdoor market to buy some fish. She tries to bargain, but agrees to the seller's price. The seller wraps up the fish for her. Stephanie pays, and then leaves.

step by step

When Stephanie arrives at the marketplace, she greets the seller with "*Selamat pagi.*"

The seller responds, "*Ya.*"

Stephanie indicates that she would like to buy some fish, "*Saya ini mau beli ikan laut.*" She then indicates a particular fish by politely pointing to it with her thumb rather than the index finger and implies that she wants to know the price, "*Kalau ikan laut ini?*"

The seller replies that it is two thousand [*rupiah*], "*Dua ribu.*"

Stephanie asks for clarification. She wants to know if it is per fish or..., "*Itu per biji atau per...*"

The seller clarifies that it is per basket, "*Satu keranjang.*"

Stephanie indicates understanding, "*O, satu keranjang,*" and then asks her if it is OK to bargain, "*Apa itu boleh ditawar?*"

The seller responds that it is fixed price, "*Pas.*"

Stephanie replies, "*O, harganya pas,*" and agrees to accept the price, "*O, ya, sudah.*" Actually she still could have bargained either verbally by making a counter offer or by walking away and waiting for the vendor to make a counter offer.

Instead, she asks for one basket, "*Saya minta satu keranjang ini, Bu.*" She again politely points to the basket with her thumb. The use of *minta* is an appropriate request form in this context. Here it means either order or ask for.

While the seller wraps the fish in a bag, Stephanie gets the money out of her purse and transfers it to her left hand. The seller hands the fish to Stephanie with her

right hand, and Stephanie accepts it with her right hand. She then transfers the fish to her left hand and the money to her right hand and then pays the seller. This is the polite way.

Stephanie then thanks her, "*Terima kasih, ya, Bu.*"

Stephanie says-good-bye with "*Selamat pagi.*" [It is not really necessary or expected to say goodbye to a vendor in the open air market.]

The seller responds with the abbreviated "*Pagi.*"

DI PASAR 2

time: 2:45

summary

Cindy goes to the outdoor market to buy some produce. She selects some garlic and a papaya. When she is ready to pay, she needs to search for exact change because the vendor does not have any. She then decides she wants to buy bean sprouts, but because she doesn't have exact change, she decides against it.

step by step

Cindy arrives at the outdoor market and greets the vendor with “Selamat pagi, Bu.”

The vendor replies, “Selamat pagi.”

Cindy then asks what she has for sale, “Apa yang Ibu jual pada hari ini?”

She looks over several items before asking the price of the garlic, which has been pre-wrapped in a little bag. She asks the price, “Berapa harganya bawang putih ini?”

The vendor tells her it is *dua ribu*. Cindy is not sure how the garlic is sold and so she asks how many heads of garlic or how much weight she can get for Rp2,000, “Dua ribu. A, untuk berapa biji atau untuk berat?”

The vendor tells her it is for everything, “Semuanya.”

Cindy asks the vendor if she can buy only half, “Boleh saya beli hanya separo?” [It would have been more appropriate to phrase the request as “Separo dari kantong itu, boleh, nggak?”]

The vendor agrees, “Boleh.”

Cindy asks for half, “Minta separo dari bawang putih ini, ya?”

She then asks the price of the papaya, “Dan berapa harganya papaya itu?”

The vendor tells her it is Rp1,500, “Seribu lima ratus.”

Cindy tells her that she will take that also, “Mungkin saya mau beli itu juga, ya?” [Her use of *mungkin* is nonnative-like. Indonesians would not hedge their decision in this way. Also Cindy could have bargained instead of just accepting the price.]

She asks the price, "*Jadi semuanya, berapa?*"

The seller replies, "*Dua ribu lima ratus.*"

Cindy looks in her purse and finds Rp2,000. She says, "*Ya, ada. Dua ribu,*" and gives the Rp2,000 to the vendor.

The vendor says, "*Tambah lima ratus,*" telling her she still needs to give Rp500 more.

Cindy continues to look through the purse, finds another Rp1,000 and asks if the vendor has change. "*Ada seribu lagi. Ada uang kembali, Ibu?*"

The seller replies, "*Ndak ada,*" and laughs.

Cindy's response "*Tidak ada? Aduuh!*" reveals that she is unpleasantly surprised, but that she accepts the situation good-naturedly, and suggests a solution, "*Saya cari uang kecil, ya?*"

The seller laughs again.

Cindy looks through her purse for small change and finds another 250 *rupiah*. "*Aduh! Hanya dua ratus lima puluh.*" She searches some more and finds another thousand, then looks in another compartment, "*Ada... ada... o mungkin ada di sini,*" then she pulls out some money.

The vendor sees a Rp500 bill. She says, "*Ya, ini. Lima ratusan.*"

Cindy asks, "*Ini lima-ratusan? OK, baiklah.*"

Cindy hands it over. "*Terima kasih, Bu.*"

The seller responds, "*Ya, sama-sama.*"

Cindy then sees some bean sprouts and asks their price. "*Berapa harganya... ini taUGE, ya?*"

The seller responds that they are 750.

Cindy begins looking through her bag for small change. The seller asks her if she would like a plastic bag, "*Di kasih masuk tempat? Kresek?*"

When Cindy looks confused, she indicates that it is for the things that she just bought, "*Ini.*"

Cindy agrees with "*Ya.*"

Cindy then discovers that she does not have exact change for the bean sprouts and so she cannot buy them. "*Tapi saya tidak punya uang pas, mungkin saya tidak bisa beli ini, ya?*"

The seller replies, "*O, ya.*"

As the seller bags the garlic and papaya, Cindy reminds her about the garlic, "*Separo saja, Ibu?*"

The seller tells her that she has already done that, “*Ya, udah.*”

Cindy replies, “*O, OK, sudah, OK.*”

Cindy thanks her, “*Terima kasih banyak.*”

The vendor replies, “*(ma) kasih. Sama-sama.*”

Cindy says, good-bye, “*Mari,*” and the vendor does too, “*Mari.*”

DI PASAR 3

time: 1:55

summary

Bu Mersti and Bu Ani go to the outdoor market to buy eggs and fresh vegetables. They choose a vendor, and then select items, occasionally bargaining with the vendor on the price. Bu Mersti does most of the buying, but Bu Ani occasionally makes suggestions regarding items to buy. When they have finished, the vendor tells them the price; they pay and get their merchandise and their change, and then thank her and leave.

step by step

Bu Mersti begins the process of shopping by asking, *"Telurnya berapa satu, Bu?"*

Notice that she does not open with a greeting.

The vendor responds, *"Delapan ratus."*

Bu Mersti then attempts to bargain by asking if she couldn't lower the price, *"Ndak kurang, kan?"*

The vendor replies, *"(Ndak) bisa."*

Bu Mersti accepts it with *"O, ya,"* and takes two, *"Saya dua."* She then proceeds to ask the prices of carrots, potatoes, and cauliflower and decides to buy them, *"Jadi kol, kentang, sama wortel."*

Bu Ani then tells her to add *sawi* to her purchases in order to make *cap cai*. She uses a direct imperative, *"Tambah ini untuk cap cai."*

Bu Mersti accepts this, saying, *"O, ya, dengan sawi."*

She asks the vendor the price, *"Sawi ini berapa?"*

The vendor asks for Rp400.

Bu Mersti again tries to bargain and asks if she couldn't accept Rp300, *"Ndak tiga ratus, Bu?"*

This time the vendor accepts her offer, *"Ya, boleh."*

Bu Mersti accepts it, telling the vendor to add it, *"Ya, berarti tambah ini,"* and then indicates that she has finished selecting, *"Sudah. Itu saja, Bu."*

At this point, Bu Ani tentatively suggests that she buy *buncis* as well, “*Ndak pakai buncis, Bu Mersti?*”

Bu Mersti rejects the suggestion saying that *buncis* is not necessary, “*Buncis ndak usah, ini aja.*”

Bu Mersti then asks the price, “*Semua berapa, Bu?*”

The price is Rp3,900 and the vendor tells her it is Rp4,000 minus Rp100, “*Empat ribu kurang seratus.*”

Bu Mersti then translates the price to Rp3,900, “*Jadi, tiga ribu sembilan ratus.*”

The vendor then assures her that there is change, “*Ya, ada kembalinya, Bu.*”

Bu Mersti then finds the money and hands it over saying, “*Ini, Bu.*”

The vendor then holds out a bag and Bu Mersti and Bu Ani fill it with their purchases.

The vendor then gets out Rp100 and hands over the change, saying, “*Ini kembalinya, Bu.*”

Bu Ani thanks her saying, “*Ya. Ma kasih, Bu.*”

Then Bu Ani and Bu Mersti leave. Notice that they do NOT use any kind of leave-taking expression such as “*Selamat siang.*” It is not necessary.

They may not be bargaining as much because they often buy from this vendor and so there is an understanding that the vendor will give them a good price.

DI PASAR 4

time: 2:30

summary

Cindy goes back to the outdoor market to buy some papaya. This time she buys from Pak Supaat.

step by step

Cindy greets Pak Supaat, *"Selamat pagi, Pak."*

He replies, *"Selamat Pagi."*

She extends the greeting, *"Apa kabar?"* [This extended greeting using these forms can sound too formal for the context]

He replies, *"Baik-baik."*

Cindy tells him that she is looking for papaya and wants to know how his papaya is, *"Saya cari papaya. Bagaimana papaya, Pak, ya?"*

He tells her they are good, *"Baik. Baik."*

She then asks more specifically if they are sweet, *"Baik? Manis?"*

He replies that they are, *"Manis."*

She then asks the prices, *"Berapa harganya yang ini?"* He tells her that the larger ones are Rp1,500 and the smaller ones Rp1,000.

Cindy then bargains by telling him that she feels that at the other market a papaya of the same size is cheaper and that his papayas are a bit expensive, *"Untuk ukuran begini, saya merasa pasar di situ ada papaya untuk lebih murah. Ini agak mahal, ya?"* [It would have been more effective to phrase this as, *Papaya Bapak harganya lebih mahal daripada pasar yang di sana*. It would have been more effective still to directly criticize the fruit for its color, shape, or size rather than for its price. *Papaya ini warnanya kurang merah*. (This papaya is not very red in color). Or *ukuranya tidak sebesar yang di sana*. (These are smaller than the ones at the other place)]

He disagrees, *"O, ndak. Ndak mahal kan sini."* He repeats several times that his papayas are not expensive.

Cindy then attempts to bargain saying that maybe she will offer Rp1,000 for the large one, "*Mungkin saya menawar seribu untuk yang ini.*" [The use of *mungkin* here is nonnative and does not make it clear that she is indeed offering that price. Instead she should ask if he will accept a price, "*Bagaimana kalau seribu, Pak?*" (How about Rp1,000, Pak?) or should clearly state the price she is willing to pay. "*Seribu, seribu aja, Pak*" (one thousand, just one thousand, Pak). Cindy's phrasing makes her less effective in bargaining.

Pak Supaat rejects the offer directly, "*O, ndak boleh seribu ini.*" For Rp1,000, she may get the small one, "*Seribu untuk yang ini.*"

Cindy then asks about the color of the papaya inside, "*Bagaimana warnanya di dalam?*" as that is an indication of its ripeness and sweetness.

He tells her it is red, "*Merah itu.*"

She asks for confirmation, "*Merah?*"

He confirms it, "*Merah.*"

Cindy still is reluctant to believe him and again asks if it is really red, "*Sungguh-sungguh merah?*"

He replies that it is, "*Sungguh merah.*"

She finally accepts that it is red and attempts to bargain again, this time raising her offer to Rp1,250, "*OK. Bisa seribu dua ratus lima puluh?*" [This is appropriate phrasing, though it does not achieve the hoped for result]

Pak Supaat, however, holds firm, telling her, "*Seribu lima ratus dan ini seribu.*"

They review the prices again and Cindy again asks if he wouldn't will lower the price, "*Tidak mau turun?*" [It would have been more effective to tell him to lower his price, "*Turun harganya, Pak.*"]

He again replies that he will not, "*Tidak.*"

Cindy then switches the topic to the ripeness of the fruit, asking which group is riper, "*Yang mana lebih matang?*"

He tells her that the Rp1,000 ones are, "*Yang ini seribu. Ini seribu ini.*"

She then agrees to buy one of them, "*Mungkin saya beli yang ini.*" She then asks if she can try one, "*Pak, boleh saya coba yang ini?*"

He agrees, "*Ya, boleh-boleh,*"

She asks him to cut it so she can see whether it is red or not yet ripe, "*Tolong potong ini, ya? Saya mau lihat kalau warna merah atau belum matang.*"

The vendor cuts a slice and Cindy takes a taste. She finds it sufficiently sweet and states that she is willing to buy it, "*Ya, cukup manis, ya? Ya. Ya, saya rela beli.*"

[It would have been better to phrase it as “*saya mau beli*” (I will buy it). *Rela* is nonnative]. One last time she checks the price, “*Dan harganya sekali lagi?*”

Pak Supaat replies, “*Seribu.*” Cindy hands him the money with her right hand, but accepts the bag with her left. [It would have been more polite to accept the bag with right hand as well; in fact, many Indonesians consider taking with the left to be rude.] She then thanks him, “*Terima kasih banyak.*”

The vendor replies, “*Ya. Sama-sama.*”

Cindy says, good-bye, “*Mari.*”

The vendor does too, “*Mari.*”

MEMBELI SAYUR DI RUMAH

time: 2:40

summary

Many vendors travel from house to house in Java, selling fresh meat, eggs, tempeh and produce to their clients. The prices are typically higher than the markets' but there is the convenience of not having to go out. Here Mak Rum comes to the home of Bu Herman to sell her fresh produce. Most of the exchange involves asking and answering questions about the price; however there is not really any haggling over the price. Bu Herman tries to pay with a big bill, but the vendor does not have quite enough change. Bu Herman tries to find extra merchandise, but cannot find anything more that she wants. Then she tries to get her to come back the next day, but the next day is Sunday. Finally Bu Herman accepts less change than is her due.

step by step

Mak Rum has come to the home of Bu Herman with her basket of vegetables and other perishables. Bu Herman looks through the basket and selects items that she is interested in purchasing. She begins by selecting some carrots and asks, "How much?" *"Mak Rum, ini berapa?"*

Mak Rum replies by telling her first the weight and then the price, *"Itu satu kilo... satu kilo setengah, Bu. Wortelnya seribu, eh, dua ribu. Tiga ribu."*

Bu Herman then holds up two bags of carrots and asks the price for all of them. *"Ini?"*

Mak Rum tells her they are Rp6,000, *"Enam ribu."*

Bu Herman then holds up bok choy and asks, *"Ini?"*

Mak Rum replies, *"Tujuh setengah, Bu."* She takes a second one from the basket and indicates that two will be Rp1,500 *"Dua, seribu lima ratus."*

Bu Herman takes the green vegetable and calculates the price, *"Seribu lima ratus, tambah enam ribu..."*

Mak Rum fills in with the total, *"Tujuh setengah, Bu."*

Bu Herman takes a bag of garlic.

Mak Rum adds that to the price, *"Ini delapan. Delapan ribu."*

Mak Rum then asks what else Bu Herman would like, "*Apa lagi?*" and suggests, "*Tempe?*"

Bu Herman picks up the tempeh, looks at it, and asks her something about the tempeh. "*Ini tempe (xxx)*"

Mak Rum tells her the price is Rp500, "*Ya, lima ratus, Bu.*"

Bu Herman repeats, "*Lima ratus.*" and puts it back down. She looks through more merchandise, browsing and rejecting items that she already has, "*Sudah, sudah, sudah. Saya sudah beli.*" She then picks up two items wrapped in leaves and asks, "*Ini, ini?*"

Mak Rum tells her, "*Lima ratusan, seribu.*"

Bu Herman adds them to the pile and then asks, "*Semua berapa?*"

Mak Rum says, "*Tiga setengah.*" She then looks at some other food and says, "*Berapa ini?*" "*Sembilan.*"

Mak Rum then hands her two chunks of tempeh and says, "*tempenya seribu.*"

Bu Herman tries to hand her some bills. She looks at them and says, "*Lima ribu. Kurang, Bu,*" meaning that she does not have change. She suggests that she take more food instead of change.

Bu Herman looks over the food and decides that she still has enough of everything else, "*Masih ada.*" She has enough, "*Cukup.*"

Bu Herman then tries to find a solution to the problem. She suggests that she overpay now and that Mak Rum bring her more the next day for the balance, "*Mak Rum, besok pagi supaya saya dibawakan lagi.*"

Mak Rum reminds her that the next day is Sunday, a day off, "*Besok pagi hari raya, hari minggu.*"

Bu Herman pays her Rp20,000 and she returns Rp10,000 change instead of Rp11,000.

Bu Herman waits expectantly for more change, but when Mak Rum is not able to produce it, Bu Herman finally says, "*Sudah,*" indicating that the transaction has been completed. This is the *halus* or refined way to resolve the problem. Usually the higher status person gives in; this is a sign of their refinement.

Bu Herman returns the change to her wallet and says, "*Terima kasih.*"

The maid then comes over and picks the vegetables up off the floor to put them away.

The vendor then puts her heavy basket up on her head. In spite of its weight, no one helps her.

She leaves.

NAIK BECAK 1

time: 1:25

summary

Jeff comes out of his home and signals a tukang becak to take him to the post office. They bargain for a price. After agreeing on the price, the driver drives him to the post office. Jeff tries to pay with a large bill, but the tukang becak says he does not have change so Jeff finds exact change.

step by step

Jeff comes out of his house and searches for a *becak* to take him to the post office.

He sees one and flags him down. Notice the gesture he uses with his right hand.

He yells, "*Becak!*"

The *tukang becak* peddles to him.

Jeff greets the *tukang becak*, "*Selamat siang, Pak,*" and he returns the greeting to Jeff, "*Selamat siang.*"

Jeff then tells him his destination, "*Saya mau ke kantor pos di Jalan Ijen,*" and then asks the price, "*Itu ongkosnya, berapa?*"

The *tukang becak* tells him the price, "*Tiga ribu, Tuan.*"

Jeff begins the bargaining process by protesting, "*Tiga ribu, Wah!* [*Wah!* was mispronounced and produced a different feeling like he was giving up rather than just rejecting the price and wanting to bargain for a better one.] *Sedikit mahal, ya?* [He could have phrased it as "*Kemahalan, Pak.*" It would have been better not to mitigate it with *sedikit*.] He then makes a counter offer, asking him if he would accept Rp1,000, "*Bagaimana kalau seribu?*"

The *tukang becak* politely refuses the offer, "*Masih belum bisa,*" and tells Jeff to add a little bit to his offer, "*Tambah dikit itu.*"

Jeff adds Rp500 to his original offer, "*A, seribu lima ratus, boleh?*"

The *tukang becak* asks for Rp2,000 gesturing with his fingers as well as saying, "*Dua ribu bisa.*"

Jeff accepts with "*Dua ribu? Ya, ndak apa-apa,*" and gets in the *becak*.

They drive to the post office. When they arrive, Jeff pays him with a Rp5,000 bill and says, "*Sudah.*"

The *tukang becak*, however, apologizes that he does not have change, "*Maaf, Tuan, ndak ada kembaliannya.*"

Jeff then says that if that is the case, he might have exact change, "*O, gitu. Kalau begitu, mungkin ada uang pas.*" He finds the change and then says, "*O, ya, ada.*"

The *becak* driver thanks him, "*Terima kasih, Tuan,*" and bows several times to show respect.

Jeff in turn thanks him, "*Ya, terima kasih, ya, Pak,*" and says good-bye, "*Mari, ya?*"

NAIK BECAK 2

time: 1:20

summary

Pak Nidas wants to take a becak to the teacher's college, IKIP. He quickly bargains for the price, rides to the college and then pays with exact change while thanking the driver.

step by step

Pak Nidas walks out to the street and waits for a *becak*. When one passes by, he signals the *tukang becak* with his left hand and by saying, “*Cak, cak!*” Some Indonesians consider signaling with the left hand to be rude. However, Pak Nidas is from NTT, and perhaps follows different norms than in Java.

The *tukang becak* pulls over and asks, “*Mau ke mana, Pak?*”

Pak Nidas tells him, “*Ke IKIP itu lho.*” [The *lho* here gives emphasis to his statement.]

The *tukang becak* agrees, “*Bisa.*”

Pak Nidas asks the price, “*Berapa?*”

The *tukang becak* tells him, “*Dua ribu, Pak.*”

Pak Nidas counters with, “*Seribu aja.*”

The *tukang becak* counters with “*Seribu lima ratus.*”

Pak Nidas accepts the offer, “*Ya,*” and gets in the *becak*.

The *tukang becak* takes him to IKIP. When they arrive, Nidas gets out, pays him with exact change, and thanks him, “*Ini, Pak terima kasih, Pak.*”

The *tukang becak* replies, “*Terima kasih, Pak.*”

NAIK BECAK 3

time: 2:15

summary

Bu Ani and Bu Mersti want to go to the alun-alun or the town square. They look for a tukang becak to take them for a good price. After a long and protracted bargaining process, they finally agree on a price. He drives them to the alun-alun. They attempt to pay him with Rp4,000, but he has no change. Between the two of them, they come up with exact change and pay the tukang becak.

step by step

Bu Ani and Bu Mersti walk down the street looking for a *tukang becak* to take them to the town square or the *alun-alun*. When they encounter a *tukang becak*, they signal him and when he arrives Bu Ani begins the bargaining process, “*Pak, alun-alun, berapa?*”

The *tukang becak* asks for Rp5,000, “*Lima ribu.*”

Bu Ani and Bu Mersti promptly reject this offer, treating it as incredulously expensive, “*Eh! lima ribu?*” Bu Mersti protests that is very expensive, “*Mahal amat, Pak.*” They make a counter offer, “*Dua ribu.*” “*Biasanya dua ribu,*” and “*Yang biasa, dua ribu.*”

The *tukang becak* tells them that Rp5,000 is normal for two people, “*Lima ribu biasa.*”

They express shock, “*Wuih!*” that the price is ridiculously expensive.

The *tukang becak* further justifies his price indicating that it costs more for two people, “*Antar orang dua.*”

Bu Mersti makes a counter offer, “*Dua ribu.*” And expresses her disbelief at his price, “*A, masak, Pak!*” and Bu Ani rejects his price with “*Ndak boleh*” as they begin to walk away. They keep walking, at the same time making a counter-offer of Rp2,500, “*Dua setengah, ya?*”

The *becak* driver rejects their offer and counters with Rp4,000. “*Ndak bisa. Empat ribu bisa, Bu.*”

They reject it and Bu Mersti counters with Rp3,000, “*Gini, tiga ribu.*”

He stands his ground with *"Empat ribu."*

Bu Mersti continues at Rp3,000, *"Tiga ribu aja."*

The *tukang becak* explains that the price is more expensive because they are two people, *"Biasa, Bu. Orang dua, Bu, empat ribu, Bu."*

Bu Ani argues back that two people do not make a difference, even though there are two people, it is just one *becak*, *"A, satu atau dua orang kan, satu becak. Sama saja."* She knows that two people require a lot more work to peddle for than just one, but she pretends that it makes no difference in order to weaken his argument and get a better price.

Bu Mersti then suggests a strategy to Bu Ani, *"Kalau begitu, kita tambah ini lima ratus. Coba aja kalau dia mau. Kalau dia ndak mau, ndak usah."*

Bu Mersti makes a counter offer to the *tukang becak*, *"Kita tambah lima ratus, jadi tiga ribu lima ratus."*

He holds firm at *"Empat ribu biasa, Bu, orang dua."*

They reject his offer. Bu Mersti says, *"Udah. Udah, Pak, ya? Ndak jadi."* They walk away, an effective bargaining technique.

He calls them back and tells them, *"Mari, Bu. Mari, Bu. Tambah lima ratus saja, Bu."*

Bu Mersti holds firm, *"Ya, tiga ribu lima ratus, ya?"*

He likewise holds firm and again asks, *"Empat ribu."*

They begin to walk away again, holding firm at Rp3,500, *"Wah! Tiga ribu lima ratus."* Finally he accepts their offer of Rp3,500, *"Boleh"* and they get in the *becak*.

Mersti scolds him saying, *"Gitu dong, Pak."* In other words, he should have accepted that price sooner so they would not have wasted so much time and effort bargaining. *Dong* is similar to *please* said in an exasperated tone.

They ride to the *alun-alun*. When they arrive, Bu Mersti says, *"Di sini saja, Pak,"* to signal that he stop. He says, *"Ya, Bu,"* pulls over, and stops.

They get off and Mersti reaffirms the price, *"Tiga ribu lima ratus, ya, Pak, ya?"* She wants to confirm the price again since sometimes the *tukang becak* will try to raise the price, pretending that the customer had agreed on a higher price.

He agrees with *"Boleh."*

Bu Ani then hands him Rp4,000 and asks for change, *"Tidak kembali lima ratus?"*

He says he does not have change, *"Kembalinya ndak ada, Bu."*

Bu Ani expresses surprise, *"Eh! Ndak ada?"*

He asks her for exact change, *"Kasih uang pas aja, Bu?"*

Bu Ani asks Bu Mersti, *"Bu Mersti, ada uang lima ratus?"*

Bu Mersti looks in her purse and comes up with the exact change, “Ya, *ada*.”

She hands him the money, “*Ini lima ratusnya, ya, Pak.*”

The *tukang becak* accepts the money and says, “*Terima kasih.*”

Bu Mersti says, “*Tiga ribu lima ratus, ya?*”

He then says good-bye, “*Mari, Bu.*”

They say good-bye also, “Ya, *mari.*”

DI BIRO PERJALANAN: KARCIS PELNI 1

time: 4:00

summary

Bu Mersti wants to book passage home to Manado by ship. In Indonesia, ship passage can only be booked within a fairly narrow time frame, usually only a few weeks in advance of sailing. Bu Mersti goes to the PELNI agent, Pak Nur'alim, to book the ticket. They discuss various options, she chooses a ship and a sailing date, and makes her reservation. The agent takes down the necessary information and accepts a deposit. Bu Mersti thanks the agent and leaves. She will need to return at a later date to pick up the ticket.

step by step

Bu Mersti enters the PELNI agent's office and greets him, *"Selamat siang, Pak."*

Pak Nur'alim greets her and tells her to take a seat, *"Selamat siang. Silakan duduk."*

She thanks him and sits down, *"Ya, ma kasih."*

He asks her if he can help, *"Ada yang bisa saya bantu?"*

She makes her request, telling him she wants to go home to Manado and wants to buy a ticket. *"Anu, Pak, kebetulan, saya mau pulang Manado. Saya mau pesan tiket."* She then asks the price of several ships, including different classes of tickets.

Pak Nur'alim recommends the ship *Lambelu* because it is new, and therefore cleaner and in better condition.

She asks about the date of sailing, which is August 13th. She chooses *Lambelu* for that date, *"Berarti saya pesan Lambelu saja, tanggal tiga belas."*

She asks whether there is a fourth class; the agent says no, *"Kelas empat tidak ada,"* but there is tourist third class, *kelas tiga wisata*, which is actually cheaper than fourth class on the other ships.

She chooses *kelas tiga wisata*, *"Berarti saya pesan kapal Lambelu, kelas tiga wisata."*

Pak Nur'alim then says he will write down the information, *"Jadi saya catat dulu, ya?"*

Bu Mersti then offers to make a deposit, "*Saya kasih uang muka dulu, ya?*"

He tells her to wait a moment until he finishes writing down the information, "*O, ya. Sebentar saya catat dulu, ya?*"

He then asks for her name, age, gender, address, and phone number.

Bu Mersti then gives him Rp100,000 as a deposit and he writes out a receipt.

She asks when she can pick up the ticket, "*Kapan kira-kira tiketnya saya ambil, Pak?*"

Pak Nur'alim tells her to return about the 8th or to call first rather than to have to go back and forth unnecessarily. "*Ini, kalau berangkat tanggal tiga belas berarti ke sini lagi tanggal... sekitar tanggal delapan, itu, atau telpon dulu aja daripada bolak-balik.*"

He gives her the receipt and takes the money. He tells her again to call around the 8th to see whether or not she can pick up the ticket "*Jadi sekitar tanggal delapan bisa telpon dulu; bisa diambil belum tiketnya.*"

She thanks him, "*Terima kasih, Pak.*"

He replies, "*Ya, sama-sama.*"

Bu Mersti says good-bye, "*Permisi, Pak, selamat siang.*"

Pak Nur'alim replies, "*Selamat siang.*" [To say *Selamat siang* is polite but not really necessary.]

DI BIRO PERJALANAN: KARCIS PELNI 2

time: 4:45

summary

Stephanie and her husband Jeff would like to travel to Ujung Pandang, now called Makassar, on the island of Sulawesi for a vacation. Stephanie goes to the travel agent, Pak Nur'alim, to book passage for them by ship. They discuss dates of sailing, condition of the ships, classes available and their prices, and payment options. Eventually Stephanie decides to travel first class and to put down a deposit on the tickets. The agent takes down the necessary information. Stephanie pays a deposit. Although it is not enough, the agent accepts it, allowing her to pay the balance due later. She then thanks him, says good-bye and leaves.

step by step

Stephanie enters the PELNI agency, and greets the agent, Pak Nur'alim, "*Selamat siang, Pak.*"

He greets her and tells her to take a seat, "*Selamat siang. Silakan duduk.*"

She thanks him and sits down, "*O, ma kasih, Pak.*" She tells him she would like to go to Ujung Pandang next month. "*Pak, saya mau ke Ujung Pandang.*"

He tells her which ships will be sailing there and the dates they sail. Since there are many, he suggests that she decide what date she would like to sail and they would find a ship that leaves near that date.

Stephanie says she would like to leave on the fifteenth, *tanggal lima belas*.

Pak Nur'alim finds that *Kerinci* will leave on the 14th.

She asks about the condition of the ship, "*Kalau yang kapal kerinci, kapal yang bagaimana menurut Pak dibandingkan dengan semuanya?*" [Pak should be Bapak]

He says that it is kind of old and suggests another one if she wants a good one, "*Kapalnya agak tua. Kalau kepingin bagus, ini.*" As it turns out, that ship leaves exactly on the fifteenth, "*Pas tanggal lima belas.*"

Stephanie then asks about the prices of the various classes beginning with economy class and working her way up to first class. She then asks how many people in a

first class cabin. Since there are only two in first class, she chooses it, *“Mungkin saya ingin minta kelas satu aja, ya, Pak?”* [The use of *mungkin* here is nonnative] She asks whether she can take the ticket with her now or when, *“Tiketnya itu boleh diambil sekarang ini atau kapan?”*

Pak Nur'alim replies that she needs to order the ticket first, *“Pesan dulu.”* Later, five days before sailing, she can pick up the ticket. *“Baru, nanti, lima hari sebelum pemberangkatan, tiketnya baru bisa diambil.”*

Stephanie says that maybe she would like to just order [the ticket], *“Mungkin saya ingin mau pesan aja.”* The use of *mungkin* here is nonnative and the grammar is also incorrect. A better way to formulate the request might have been, *“Kalau begitu, saya mau pesan tiket ini, Pak.”*

Pak Nur'alim informs her that he is going to write down all the information, *“Saya catat dulu, ya?”* He begins to record the necessary information in the book: date of sailing, destination, and her name, age, address, and phone number.

He asks whether she is going to put down a deposit or pay for everything now, *“Terus ini pakai uang muka atau bayar lunas?”*

She chooses to make a deposit and reminds him that this is for two people, *“Ini untuk dua orang, Pak.”*

He then asks the information regarding the other person: name, age, sex, and phone number. He tells her that a deposit of 50% of the price of the ticket must be made, so for two people that means Rp250,000.

Stephanie discovers that she has only Rp150,000 with her. She asks if this is OK. *“Saya ini cuma membawa hanya seratus lima puluh. Bagaimana itu boleh, Pak?”*

Pak Nur'alim accepts it and tells her she can bring the rest later, *“Ya, titip dulu, nanti kalau besok bisa.”* He then writes out the receipt and gives it to her.

She thanks him, *“Terima kasih.”*

He replies, *“Ya, sama-sama.”*

She says good-bye, *“Selamat siang.”*

He replies, *“Selamat siang.”*

KE DOKTER 1

time: 5:00

summary

At the beginning of the scene we see the office of Dr. Hermawanto. Patients are waiting on benches both inside and out. In Indonesia, doctors do not generally take appointments. Patients simply come in and sign up. They are called in on a first come, first served basis. Dr. Hermawanto opens the door as Bu Ani is leaving. He calls his next patient, Stephanie, who has come with her husband Jeff because she has been feeling tired, has had difficulty sleeping, and gets cold easily. The doctor questions her, then gives her a physical examination. He tells her he suspects anemia and sends her to the lab for a blood test.

step by step

Dr. Hermawanto opens the door of his examining room and Bu Ani exits. He calls the next patient, *"Pasien selanjutnya, Ibu Stephanie."*

Stephanie rises, accompanied by her husband, Jeff.

Dr. Hermawanto invites them to enter, *"Silakan masuk, mari."* As they arrive at the door, he says, *"Silakan masuk."*

Jeff greets the doctor with, *"Selamat siang."*

Dr Hermawanto replies, *"Selamat siang."*

Dr. Hermawanto invites them to sit down, *"Silakan duduk."* He motions Stephanie to sit down.

To Jeff, he suggests they introduce themselves to each other, *"Kenalkan."*

Jeff introduces himself, *"Jeff."*

The doctor introduces himself by his name, *"Hermawan."* It is not unusual for a doctor to introduce himself using only his name; it might sound snobby to say Dr. Hermawan.

Stephanie then introduces herself, *"Stephanie."*

Then they all sit down.

Dr. Hermawanto asks if it is Stephanie who is sick, *"Yang sakit, Bu Stephanie?"*

He then asks her about her symptoms, *“Apa yang jadi keluhannya?”*

She has been feeling tired, has no energy, and gets sleepy easily, *“Saya selalu lelah, tidak ada tenaga apa saja, mudah mengantuk.”*

He asks how long this has been going on and she says for about one month.

Dr. Hermawanto then asks if she has any other complaints, *“Selain itu, ada keluhan lain?”*

Stephanie says that it is difficult to sleep at night and that she gets cold easily, *“Selain itu, ya, sulit tidur malam dan mudah dingin saya.”*

He then asks how her appetite has been, *“Bagaimana dengan nafsu makan? Baik?”*

She replies that she hasn't had much of an appetite, *“Ya, kurang nafsu, saya.”*

He asks whether she has been examined by any other doctor for this, *“Sudah pernah diperiksa dokter lain sebelum ini?”*

She says that she has not, *“O, belum.”*

He recasts, *“Belum pernah.”*

He then asks whether she has taken anything for it and suggests that perhaps she has, *“Kemudian obat sudah diminum? Barangkali minum sesuatu sementara?”*

She responds that she has not, *“Ndak.”*

He recasts the form of her response, *“Belum ada?”* [A question formed with *sudah* should generally be responded to with *belum*, unless the speaker wants to produce an implicature.]

She repeats back, *“Belum ada.”*

Dr. Hermawanto then tells her that he will examine her next and invites her to the examination table, *“Bu Stephanie, saya periksa dulu. Silakan.”* He then double checks that this is OK, *“Bisa, ya?”* This is excessively polite. The doctor is apparently *sungkan* because she is a foreigner. Dr. Hermawanto then again asks Stephanie to climb on the examining table, *“Silakan.”*

Stephanie climbs up on the examination table. Dr. Hermawanto asks her to lie down, *“Bisa berbaring?”*

First he takes her blood pressure. He explains what he wants to do. *Saya mau memeriksa tensi Ibu.* Before beginning, he asks if she has ever had a problem with blood pressure. *“Ibu, sebelumnya pernah ada keluhan dengan tekanan darah, sebelum ini?”*

She says that she never has, *“O, ndak pernah.”*

He tells her that he suspects she has low blood pressure, *Saya lihat kesannya Ibu penurunan tensi.* He adds that he will confirm that with his examination now.

“Nanti saya buktikan dengan pemeriksaan sekarang.” Many Indonesians have problems with low blood pressure.

He checks her pulse and tells her that it is normal, *“Nadi normal,”* or relatively good, *“Ya, cukup bagus.”*

He then tells her he wants to check her condition for a moment, *“Saya mau melihat keadaan Ibu sebentar, ya?”* He first checks her eyes. Before touching her face and shining the light in her eyes, he apologizes, *“Maaf.”*

He checks her eyes, and indicates there is apparently a little something, *“Ya, tampaknya nih ada sedikit...,”* and says that before prescribing any medicine, he will write a prescription for a blood test. *“Setelah ini sebelum memberikan obat, saya akan memberikan surat rekomendasi untuk ke laboratorium, untuk memeriksakan darah, ya?”*

Dr. Hermawanto then returns to the desk and so does Stephanie. He then explains the results to Jeff. [It is normal to explain to the husband because the doctor doesn't want to make the patient feel bad by telling her directly.] He believes that Stephanie is anemic, but in order to make sure, she must have a lab test. He explains that he is going to write a prescription for a lab test at BT Laboratory on Makassar Street.

Gini, Pak, Ibu Stephanie tampaknya ada masalah anemi. Cuma untuk memastikan anema jenis apa, kita harus memeriksa dengan lebih teliti dengan pemeriksaan laboratorium. Jadi ini, saya buat surat pengantar untuk Bu Stephanie, Laboratorium yang di BT [name of center where lab is located] di Makassar, saya bisa. [It is a laboratory that will accept his prescription]

Jeff asks if there is anything that Stephanie ought not to eat, *“Terus, Pak, saya mau tanya, ‘ada sejenis makanan yang harus dihindari?’”*

Dr. Hermawanto replies, *“Sementara ini, tidak.”* However, once they have the lab test results, he will be able to tell them both what needs to be avoided and what needs to be eaten. *“Tapi nanti dari pemeriksaan ini, akan tampak hal-hal apa yang harus dihindari maupun hal-hal apa yang harus justru dimakan.”* Hal-hal in this context means food; it sounds more professional than *makanan*, *“Mungkin besok bisa tanya.”*

He then explains to Jeff that Stephanie must fast from 10:00pm until the time that blood is drawn the following day. *“Pak, sebelum periksa Bu Stephanie harus puasa dulu. Jam sepuluh malam sudah tidak boleh makan lagi sampai diambil sampel darah.”* After the blood is drawn it will be OK to eat again, *“Jadi kemudian setelah sampel darah diambil boleh makan.”*

Dr. Hermawanto further explains that the lab technician will know what to do based on what he has written down and will explain it to Stephanie. *“Dan apa jenis pemeriksaannya semua ada di sini, petugas laboratorium akan beritahu. Ya?”*

Dr. Hermawanto adds that he will not give any medicine yet; tomorrow he can determine what to do. *“Jadi sementara obat belum dulu. Besok bisa kontrol lagi ke sini.”*

Stephanie thanks him, *“Baik. Terima kasih banyak.”*

Jeff thanks him, *“Ya, terima kasih banyak.”*

Dr. Hermawanto wishes that she will get well soon, *“Semoga lekas sembuh.”*

Stephanie thanks him again, *“Terima kasih, Pak.”*

Jeff says, *“Ya, mari, ya, Pak.”*

Dr. Hermawanto replies, *“Ya, mari. Ya.”*

They go out the door and Dr. Hermawanto calls in the next patient.

KE DOKTER 2

time: 4:00

summary

Pak Nidas goes to Dr. Hermawanto for a follow-up visit for the treatment of a cough. He has had a chest x-ray, which he has brought for the doctor to check. The chest x-ray looks good. Dr. Hermawanto then re-examines Pak Nidas, checking his vital signs and his respiratory passages. He also asks questions about habits that might affect his throat and cause his coughing. After the examination, he writes him a new prescription. He tells him he can pay after the next follow-up visit and hopes that he gets well soon.

step by step

Dokter Hermawanto opens the door as his previous patient, Stephanie, and her husband, Jeff, are leaving. He calls his next patient, Bapak Nidas, *“Untuk pasien selanjutnya, Bapak Nidas, silakan masuk.”*

Pak Nidas was recently examined by Dr. Hermawanto for a persistent cough and sent to radiology for a chest x-ray. He is now returning with the chest x-ray. He enters the examination room and greets the doctor.

Dr. Hermawanto responds, *“Selamat sore, silakan duduk.”*

Dr. Hermawanto asks him how he is doing and whether there is any improvement. *“Gimana dengan batuknya? Ada perbaikan?”*

He says that he is still coughing all the time, *“O, masih batuk terus.”*

Dr. Hermawanto takes the x-ray and asks if it is the one from four days ago, *“Ini foto yang empat hari yang lalu, ya?”* He puts it under the light. He exclaims that it is very good, *“O, bagus sekali.”* There is no problem with his lungs, *“Tidak ada masalah dengan paru-paru Bapak, ya?”*

Dr. Hermawanto then says that maybe Pak Nidas should stop taking the first perscription and that he might change it to a different one. *Jadi mungkin resep yang pertama dulu dihentikan. Kita ganti dengan resep yang baru.* But he adds that he wants to examine him first, if that is alright, *“Tapi saya periksa dulu, ya?”*

Pak Nidas agrees, and Dr. Hermawanto invites him to the examination table,
"Silakan ke tempat tidur."

Dr. Hermawanto begins by checking the blood pressure. He asks Pak Nidas when his blood pressure was last taken, *"Tensi terakhir, kapan diperiksa?"*

Pak Nidas tells him he forgot, *"Sudah lupa."*

Dr. Hermawanto says he still remembers three weeks ago; his blood pressure has gone down a little, *"Saya masih ingat tiga minggu yang lalu, agak turun, tensinya."*

The doctor tells Pak Nidas the results as he examines him: his pulse is good, *"Nadi bagus."*

He then asks if he still drinks coffee, *"Masih suka minum kopi?"*

Pak Nidas replies that he has stopped, *"Sudah berhenti."*

He asks if he smokes, *"Rokok?"*

He replies that he does, *"Ya, Pak."*

The doctor tells him that his blood pressure is also very good, 110 over 80, *"Terus tensi juga bagus. Seratus sepuluh. Delapan puluh."*

He then suggests that they look at his breathing, *"Mari kita lihat masalah yang pertama, pernafasannya?"*

Both lungs are clear, *"Paruh-paruh kiri bersih. Paruh-paruh kanan bersih."*

He gives brief instructions, "Open your mouth. Stick out your tongue. Say aaah."
"Coba buka mulut. Julurkan lidah. Bilang aaaa."

He then ends the exam, *"Ya, cukup."*

Dr Hermawanto then gives the results, *"Itu masih (xx) daerah tengorokan."* He prescribes a new medicine, *"Saya buatkan resep baru."* He tells him to stop taking the original prescription for now, *"Resep yang pertama sementara dihentikan."* He explains that besides the problem with the lump in his throat, there is an allergy, *"Nampaknya, Bapak, selain masalah radang sini, ada juga alergi."*

Dr. Hermawanto asks Pak Nidas to go to the laboratory for allergy tests. They will test him for 11 things by pricking him 11 times. He already knows that he has allergies to seafood and dust.

The doctor again tells him to stop taking the original medicine and to substitute it with the second one, *"Resep yang pertama dulu dihentikan. Diganti resep kedua."*

He adds that the prescription can be obtained at any pharmacy, *"Bisa diambil di apotik mana saja."*

Bapak Nidas asks him about the cost.

Dr. Hermawanto tells him the cost *“dua puluh lima,”* but tells him he will collect it next time, *“Tapi besok-besok aja. Setelah kontrol yang kedua.”* Delaying payment is normal if they have known each other a long time and have a mutual trust.

Pak Nidas thanks Dr. Hermawanto. *“Ma kasih. Pak.”*

Dr. Hermawanto says good-bye and wishes that he will get well soon, *“Ya. Mari. Semoga lekas sembuh.”*

Pak Nidas then says good-bye, *“Ya, mari.”*

Dr. Hermawanto then says good-bye, *“Ya, mari.”*

Pak Nidas then asks permission to leave, *“Misi, Pak.”*

Dr. Hermawanto grants it with, *“Ya, mari.”*

Pak Nidas exits.

BELANJA DI TOKO KECIL

time: 6:55

summary

Indonesia encourages entrepreneurship and many people are self-employed. In this case, Mbak Nunik has set up a little store in one of the rooms of her parents' home. Her daughter Tika helps her work in the store. During the day, many of the women in the neighborhood, mothers who have children attending school across the street, and college students come to buy a few small items from the store. Today Bu Mersti, Stephanie, Bu Ani, and Bu Endang all come to shop at the store.

step by step

Stephanie approaches Bu Nunik's store. When she enters, Bu Mersti is already inside, shopping for several items, Vitacimin and Neosep.

Bu Mersti asks the price of each item and then asks the total. Tika calculates the total and tells her, Rp1,350.

Bu Mersti pays with exact change, then takes her package, and says thank you, "*Ma kasih.*"

Bu Nunik replies, "*Ya, sama-sama.*" and then says good-bye, "*Mari.*"

In the meantime, two more customers have entered the store, Bu Endang (in the green blouse) and Bu Ani (in the red blouse).

Stephanie then greets Bu Nunik, "*Selamat pagi, Bu.*"

Bu Nunik replies, "*Selamat pagi.*"

Stephanie then places her order. First she asks for envelopes. "*Saya mencari amplop. Ada?*"

Bu Nunik replies that there are and asks whether she wants large or small, "*Ya, ada. Apa yang besar atau yang kecil?*"

Stephanie chooses the larger ones, "*Mungkin yang besar.*"

Bu Nunik repeats back, "*Yang besar?*"

Stephanie answers in the affirmative, "*heheh.*" [Stephanie uses this word correctly to mean yes. However, in English the similar sounding "*uh uh*" means *no*.]

Consequently it can be a source of confusion to native English speakers when conversing in Indonesian if they are unaware of this difference].

Bu Nunik then gives her a choice of two, “*Ada. Ada yang tujuh puluh lima rupiah; ada yang seratus rupiah.*”

Stephanie then asks if there is a difference between the two, “*O, begitu. Apa ada bedanya?*”

Bu Nunik replies that there is a difference, “*Ada,*” and that the more expensive one is made of finer material. “*Yang seratus, lebih halus.*”

Stephanie replies, “*O, begitu.*”

She brings out both boxes for Stephanie to see and Stephanie chooses the plain one. “*O, saya perlu ini, yang polos aja.*”

Bu Nunik asks how many she would like, “*Berapa?*”

Stephanie asks for fifteen, “*Mungkin minta lima belas.*” [The use of *mungkin* is nonnative here]

Bu Nunik then asks her if she would like anything else, “*Mau apa lagi?*”

Stephanie indicates that she would like some vitamins, “*Mungkin itu yang Vitacimin.*” [The use of *mungkin* is nonnative here]

They come in individually wrapped packets so Bu Nunik asks her how many she wants, “*Berapa?*”

Stephanie asks the price per packet, “*Berapa per paket?*”

Nunik replies, “*Satu biji, dua ratus lima puluh.*”

Stephanie says that she will take four, “*O, mungkin empat biji.*”

Tika tells her the total, “*Semuanya dua ribu seratus rupiah.*”

Stephanie hands her a Rp5,000 bill.

While Tika is getting the change and Bu Nunik is putting the purchases in a bag,

Bu Ani asks the price of some candy, “*Tangonya berapa, Mbak?*”

Bu Nunik tells her it is Rp650, “*Tangonya enam ratus lima puluh, Bu.*”

Tika hands her change, but she does not count it out. Bu Nunik then hands her the bag. Stephanie takes both the change and the bag with her right hand.

She closes the transaction saying, “*Baik, ma kasih, ya, Bu.*”

Bu Nunik then thanks her, “*Baik, terima kasih, kembali.*”

Stephanie says good-bye, “*Selamat pagi*” and Bu Nunik replies, “*Selamat pagi.*”

Next Bu Endang is waited on. She would like to buy bath soap. She asks, “*Ini ada sabun mandi, ya?*”

Bu Nunik tells her there is and asks what color she would like. *“Ada. Yang warna apa, Bu?”*

She wants the white one, *“Yang putih ada?”*

There are no white ones, but there is yellow, *“Yang putih ndak ada. Kuning.”*

She repeats back, *O, ndak ada, ya?”*

Bu Nunik apologizes, *“Maaf, ya.”* She asks if she would like another one. *“Yang lainnya?”*

Bu Endang says that she will look around, *“Ya, lihat-lihat, ya?”*

While she is thinking, another customer, Bu Ani, asks to see a pen, *“Bisa minta tolong lihat penanya, Bu.”* [This request is necessarily characterized by extra politeness markers because she is interrupting]

Bu Nunik asks her if a certain one is the one she wants, *“Yang ini, Bu?”*

Bu Ani agrees and asks to try it first, *“Coba yang ini dulu, ya?”*

They give her a tablet of paper so that she can test it out.

In the meantime, Bu Endang asks for the green soap, *“Itu. Yang hijau aja.”* Bu Nunik hands it to her and says the price (Rp1,300), *“Seribu tiga ratus.”*

Bu Ani asks the price of the pen she has tested out, *“Ini, berapa ini, Bu?”* and Bu Nunik tells her it is Rp1,500, *“Seribu lima ratus.”*

She asks to see another one, *“Coba yang ini, Bu?”*

Bu Nunik gets out the one that she was pointing to, but explains that it is not a pen but a pencil, *“Ini bukan pena, Bu; ini pensil.”*

Bu Ani exclaims, *“O, bukan pena. O, pensil. O. Ya.”* and then admits her mistake in that case, *“Keliru kalau gitu, deh.”* [The particle *deh* urges Bu Nunik to believe what Bu Ani is saying and increases the politeness of the remark]

She returns that one and points to another asking for it, *“Coba, kalau gitu yang ini, ya?”*

Bu Nunik hands her the pen and tells her the price, *“Ini dua ribu, Bu.”*

Bu Ani realizes it is different, *“O, lain, ya?”*

Bu Nunik agrees, *“Ya, lain.”*

Bu Ani compares the prices of the two, and then tests out the one she has just been given, *“Saya coba dulu.”*

Bu Endang then sees an attractive item in the case and asks what it is. *“O, ini apa, ya, Bu? Kok ada sesuatu yang bagus itu?”* [Kok shows interest in the item]

Bu Nunik explains that it is a holder for feminine napkins, *“Untuk tempat pambalut.”*

Bu Endang takes it to look it over and asks what it is made of, *"Bahannya dari apa, Bu?"*

Nunik tells her it is made of satin, *"Dari kain satin."*

Bu Ani also becomes curious and begins to look at it. She asks what it is and Bu Endang explains.

Then Bu Ani asks her to take it out of the package, *"Coba dibuka, Bu?"* She compliments it, *"Kelihatannya bagus."*

Bu Endang takes it out and she compliments it, *"Kreatif, ya, Bu, ya?"*

Bu Ani compliments it again, *"Bagus itu"* as she returns it to Bu Endang and continues to try out the pens.

Bu Endang asks the price. Bu Ani points out the ticket on the item, *"Mungkin di sini ada, ada ini."* It is Rp17,500.

Bu Ani finally chooses a pen and indicates her choice, *"Ini satu saja, Bu, penanya"* but checks on the price, *"Ini berapa tadi, ya?"*

Bu Nunik tells her it is Rp2,000, *"Dua ribu."*

She also chooses another item, a piece of candy, and asks the price, *"Terus, Tangonya, berapa tadi?"*

Bu Nunik tells her it is 650, *"Enam ratus lima puluh."*

Bu Ani accepts it saying she will take one, *"Ya, ini, satu."*

Nunik gives her the total, Rp2,650, *"Dua ribu enam ratus lima puluh."*

In the end, Bu Endang decides not to buy the *tempat pembalut* and returns it to Nunik saying that the price is too high, *"Ini harganya tinggi."*

Bu Ani pays, *"Ini, Bu, uang."* Because the Rp50 coin is in scarce supply, Bu Nunik does not have any and cannot give the complete amount of change due. Therefore she offers some candy in its place, *"Uang lima puluh hanya ndak ada; bisa mengambil satu permen."*

Bu Ani seems quite pleased with this solution and eagerly agrees to it, *"O, ya, boleh, boleh, boleh. Boleh."*

She asks which canisters she may take from and Bu Nunik points out the ones where the candies are worth Rp50.

Bu Ani chooses one from the Rp25 cannister because it looks appetizing, *"Coba saya kok kepingin yang ini. Kelihatannya kok bagus, menarik."* [Kok again is used to show interest in the item]

Bu Nunik tells her to go ahead, *"Silakan."*

Bu Ani checks to see how many she may take, *"Jadi saya ambil berapa?"*

Bu Nunik tells her she can have two, *"Dua biji."*

Bu Ani repeats, *"Dua"* as she selects her candy and then thanks Bu Nunik, *"Terima kasih."*

Bu Nunik thanks her for her business, *"Terima kasih banyak, Bu."* as she hands her her bag.

Bu Ani takes the bag, and thanks her in return, *"Ya, terima kasih juga."*

In the process of collecting her bags, Bu Ani inadvertently picks up one of Bu Endang's bags. Bu Endang points this out to her, *"Ini mungkin punya saya."*

Bu Ani exclaims that she has made a mistake, and expresses surprise that she has taken the wrong one, *"O, keliru! Kok saya bawa ini, ya?"* [Here *kok* is used to express surprise]. *"Ini yang punya saya."* (referring to her own bags).

Bu Nunik then calculates the total for Bu Endang.

Bu Ani excuses herself, *"Saya pamit dulu."*

Bu Nunik excuses her, *"Ya, mari. Terima kasih."*

Bu Endang also says goodbye to her, *"Mari, Bu."*

Bu Ani then says goodbye to Bu Endang, *"Pamit dulan, ya?"*

Bu Endang says, *"Ya."*

Bu Ani again says goodbye, *"Ya. Mari,"* and walks out the door.

Bu Nanik then collects the money from Bu Endang and asks Tika to get Rp400 in change, *"Ini kembali empat ratus."*

She then hands the bag of merchandise to Bu Endang, *"Ini barangnya, Bu."*

Bu Endang accepts the bag, *"O, ya. Terima kasih."*

Bu Nunik thanks Bu Endang, *"Ma kasih banyak, Bu."*

Bu Endang responds, *"O, ya, sama-sama."*

She then says good-bye, *"Mari, Bu, ya?"*

Bu Nunik responds, *"Mari, mari,"* as Bu Endang leaves the store.

BELANJA DI TOKO BATIK 1

time: 2:45

summary

Stephanie enters Toko Batik Lawang Sari to buy some gifts for family members. Her first stop is where they sell tablecloths. She looks at a number of them asking to see a variety of shapes, colors, designs, and sizes. She asks questions about the colors, designs, and prices. She twice tries to bargain for the price, but is unsuccessful. In the end, she selects one tablecloth and then goes over to look at the batik shirts.

step by step

Stephanie enters *Toko Batik Lawang Sari*. She browses some of the merchandise and then approaches the counter. The clerk, Mbak Kotima, asks her what she is looking for, *"Cari apa, mbak?"*

Stephanie tells her she would like a tablecloth, *"Saya ini mencari tablak meja."*

Mbak Kotima asks her if she would like to see a round one or a square one, *"Tablak meja yang bulat apa yang kotak?"*

Stephanie says that maybe she would like to see both, *"Mungkin mau lihat keduanya."*

Mbak Kotima shows her a round one, *"Ini yang bulat,"* which is done in a traditional pattern with traditional colors.

Then another clerk, Mbak Purwanti, opens the square one, *"Ini yang segi empat,"* which is red and depicts a map of Indonesia,

Stephanie then asks if it comes in other colors, *"Ada warna-warna yang lain mungkin?"* [It is OK to use *mungkin* in this context because Stephanie is not sure if they have other colors, but *mungkin* should be placed at the beginning of the utterance. *Mungkin ada warna-warna yang lain?*]

Mbak Kotima shows her a yellow one.

She then asks the price, *"Ini harganya berapa?"*

Mbak Kotima tells her it is Rp19,500.

Stephanie asks if she can get a discount, *"Kalau ini, dapat diskoun?"*

Mbak Kotima tells her there is no discount, "*Ndak ada.*"

She then says she would like to see other round ones, "*Mungkin mau lihat yang bulat-bulat, ya?*" [This use of *mungkin* is considered nonnative because she has made a decision to look at the round one and should not hedge]

Mbak Kotima opens up another tablecloth and indicates that it is a different pattern, "*Ini motif lain.*"

Stephanie asks her what pattern it is "*Motif apa, Mbak, ini?*"

Mbak Purwanti tells her it is an abstract design.

Stephanie then asks if it is still traditional or if it is classified as modern, "*Masih tradisional atau termasuk modern?*"

Mbak Purwanti tells her that it is traditional.

She then asks if there are larger ones, "*Ada yang lebih besar lagi?*" [When she points to the tablecloth, she politely points with the thumb.]

Mbak Kotima tells her that there are not, "*Ndak ada,*" they are all one size. "*Satu ukuran.*"

She then asks the price and is told Rp30,000.

Stephanie double checks again as to whether the price is fixed, hoping that she might bargain for a better price, "*Dan harganya pas juga?*"

Mbak Kotima tells her again that they are "*Juga pas.*"

Stephanie says just one now, "*Saya mau minta yang ini aja, ya?*"

Mbak Purwanti checks to see if she wants anything else.

Stephanie declines buying anymore at that time by replying that she would like to look around some more, "*Mungkin sekarang ini, ini aja dulu. Mau lihat-lihat lagi, ya?*"

Mbak Purwanti then invites her to the back to look at more.

Stephanie asks if they sell *kain panjang*. (*Kain panjang* is the traditional cloths worn on formal occasions.) "*Di sini jual kain panjang juga?*"

She says that they do, "*Jual.*"

Stephanie asks if they also have batik shirts for men. "*Bagaimana kameja batik buat laki-laki?*"

Mbak Purwanti asks if she wants material for a shirt, "*Bahan kameja atau?*"

Stephanie replies that she wants a ready-made one, "*Yang sudah jadi.*"

Mbak Purwanti then points her in the direction of each type, that is, *yang sudah jadi* and *bahan kameja*.

BELANJA DI TOKO BATIK 2

time: 2:10

summary

Stephanie is shopping at Toko Batik Lawang Sari, buying souvenirs for her family. She has just selected a tablecloth and now moves over to look at the racks of men's batik shirts with the help of one of the clerks, Mbak Purwanti. The clerk explains how the shirts are organized (i.e., by price). After finding out the size, price and material that Stephanie is interested in, she helps her to find a shirt. Stephanie asks additional questions about the shirt's design, workmanship, and place of origin, and then decides to buy it. Before paying for it though, she wants to look at some traditional cloth, kain panjang, in another section of the store.

step by step

Stephanie has just selected a tablecloth to buy and asks the clerk if they sell *kain panjang*.

Stephanie asks if they sell *kain panjang*. (*Kain panjang* is the traditional cloths worn on formal occasions.) "*Di sini jual kain panjang juga?*"

She says that they do, "*Jual.*"

Stephanie asks if they also have batik shirts for men. "*Bagaimana kameja batik buat laki-laki?*"

Mbak Purwanti asks if she wants material for a shirt, "*Bahan kameja atau?*"

Stephanie replies that she wants a ready-made one, "*Yang sudah jadi.*"

Mbak Purwanti then points her in the direction of each type, that is, *yang sudah jadi* and *bahan kameja*.

Stephanie and the clerk go to the racks of ready-made shirts and the clerk, Mbak Purwanti, indicates that the shirts on that rack are mixed in the manner the designs were made, hand drawn and stamped, "*Ini yang tulis campur cap.*"

She then shows how they are arranged according to price and asks Stephanie what she is looking for in terms of price, "*Ini yang murah-murah; ini yang menengah. Mau cari yang harga berapa?*"

Stephanie says around Rp100,000.

Mbak Purwanti tells her that she can buy a satin shirt for that price.

Stephanie, however, indicates that she wants a cotton one, "*Mungkin lebih suka kain gini.*"

Mbak Purwanti indicates that these shirts are the hand drawn ones, "*Yang tulis.*"

She asks the price. They range from Rp97,500 to Rp140,000.

Stephanie says that she needs a large size, "*Saya perlu ukuran L.*"

Mbak Purwanti finds one but then suggests that it is not very good, "*Ini empat puluh satu. Kurang bagus.*"

Stephanie agrees, "*Ya, kurang bagus, mungkin.*" [While this denigrating remark is quite direct, it is good to be so honest and let the store clerk know your tastes as this will help them assist you better]. She asks if there is another, "*Ada lain?*"

Mbak Purwanti looks for a different one.

When she pulls it off the rack, Stephanie expresses that it is good, "*O, ya, bagus ini.*"

Mbak Purwanti describes the shirt in terms of price (Rp139,500), workmanship (*motif masih tulis*) and material.

Stephanie asks where the design is from, "*Kalau motif ini, dari mana?*" and

Mbak Purwanti replies, "*Dari Solo*" (which is known for its outstanding Javanese batik)

Stephanie asks if the colors of the shirt are traditional, "*Dan warna-warna ini tradisional dari Solo atau...?*"

Mbak Purwanti says that it is, "*Ini masih tradisional.*" She explains that it is a pattern typical of and originating from Solo, "*Motifnya, ciri khas Solo asli.*" She indicates its features, a net and lines, "*Ini kan motifnya apa? Jaring, garis-garis.*"

Stephanie praises that shirt and then chooses it, "*Ya, bagusnya ini. Saya minta yang itu.*"

Mbak Purwanti then asks if there is anything else she would like, "*Lainnya apa lagi?*"

Stephanie says that perhaps she would like to see the *kain panjang* [traditional cloth]. "*Mungkin mau lihat kain panjang.*"

Mbak Purwanti directs her to the back of the store.

BELANJA DI TOKO BATIK 3

time: 2:00

summary

After selecting a tablecloth and a batik shirt, Stephanie went to the back of the store to buy kain panjang or traditional Javanese cloth. When the scene opens, Stephanie has just completed her selection of four pieces of kain panjang. One of the clerks, Mbak Hermin, writes up the order. She gives Stephanie a copy and takes the original and the merchandise to the cashier and store owner, Bu Hartatik. Stephanie goes to the cashier, who totals up all her receipts, that is the tablecloth, the shirt, and the four pieces of cloth. Stephanie pays the bill and Bu Hartatik bags the merchandise and gives Stephanie both her receipt and the merchandise.

step by step

Stephanie goes to the back of the store to shop for *kain panjang*. At the beginning of this video, she has just selected four of them to purchase.

After Stephanie selects the *kain panjang*, the clerk, Mbak Supiyah, asks her if there is anything else. *“Ada lagi, Bu?”*

She indicates that that is all, *“Ya, sudah. Ini aja.”* Thus she is ready to pay for the merchandise that she has selected.

Mbak Hermin writes up the bill while Mbak Supiyah refolds and returns the *kain panjang* to their plastic cases. When they finish, Mbak Hermin hands Stephanie the bill and directs her to the cashier, *“Ini, bayarnya di kasir.”*

Stephanie thanks her, *“Terima kasih atas bantuan, mbak.”*

Mbak Supiyah replies, *“Sama-sama, mbak.”*

Stephanie then says goodbye, *“Mari.”* They reply, *“Ya.”*

Stephanie goes to the cashier, Bu Hartatik, and tells her she wants to pay, *“Permisi, Bu, saya mau bayar.”*

The cashier takes her bill and totals the items on the cash register. She then tells her the total, *“Lima ratus lima belas ribu”* (Rp515,000).

Stephanie finds the money in her purse. She says, *“Permisi,”* and then passes the money under the window.

Bu Hartatik passes the cash register receipt to Stephanie and then places her items in bags. She then hands the bags to Stephanie and says, *“Terima kasih.”*

Stephanie receives the bags and thanks Bu Hartatik in return, *“Ya, baik, terima kasih kembali, Bu.”*

Stephanie says goodbye, *“Selamat pagi.”*

Bu Hartatik responds with *“Ya.”*

Stephanie leaves the store.

DI KANTOR POS

time: 2:45

summary

Stephanie goes inside the post office in order to send a letter to the United States. While there, she inquires about the rate to mail a package there. After receiving the information, she stamps her letter and then returns to the window to mail it.

step by step

Stephanie is in the post office, where she approaches the window and greets the clerk, Pak Juni Purbiantoro, *"Selamat siang, Pak."*

He returns the greeting, *"Selamat siang."*

She then tells him she wants to send a letter to America and asks if it can be done from that post office, *"Saya ini mau kirim surat ke Amerika. Bisa dari sini, Pak?"*

He tells her it can, *"Bisa."*

She says, *"O, baik,"* and slides the envelope toward him.

He then tells her the price it will cost depending on whether she sends it by regular mail (Rp75,000) or express (Rp90,000), *"Ini kalau biasa, tarifnya enam ribu... ah tujuh puluh lima ratus. Kalau ekspres ditambah seribu lima ratus, jadi sembilan ribu."*

Stephanie decides to send it by regular mail, *"Minta yang biasa aja, Pak."*

He repeats back, *"Biasa,"* and then finds the appropriate stamps, tears them off the sheets, and then hands them to Stephanie, repeating the price, *"Tujuh ribu lima ratus."*

She asks if she should pay there, *"Bayar sini, Pak?"*

Pak Juni answers in the affirmative, *"Ya."*

Stephanie hands him a Rp10,000 bill, saying, *"Tolong, permisi, Pak."* [The use of *tolong* here is considered overly polite. Just *"Permisi, Pak"* would have been sufficient.]

He hands her the change, telling her the amount of the change (Rp2,500), *"Kembali dua ribu lima ratus."*

She accepts it with, *"Baik."*

She then asks a question about sending a package to the United States. She begins by first asking permission to ask the question, *"Permisi, Pak, boleh saya bertanya."*

Pak Juni grants permission, *"Ya."*

She asks how much it would cost per kilo to send a package to America if she should decide to do so, *"Kalau, seandainya mau beli paket ke Amerika, itu harganya berapa per kilo, ya, Pak?"*

He tells her that to send a package outside Indonesia by air it would cost Rp174,000, *"Untuk paket pos luar negeri... udara, ya? Itu sampai seratus tujuh puluh empat."*

Stephanie asks for clarification regarding whether that is the price per kilo, *"O, seratus tujuh puluh empat ribu per kilo?"*

He confirms that it is, *"Per kilo."*

She replies, *"O, begitu."*

He again confirms, *"Ya."*

She accepts it, *"Uh'huh."* She then asks whether the package can be wrapped at home or if he will need to inspect the contents first, *"Dan kalau paket itu, boleh dibungkus di rumah atau Pak harus melihat yang isinya?"*

He tells her that if it weights more than 250 grams, it must be wrapped at the post office, *"Kalau lebih dari dua ratus lima puluh gram, itu harus dibungkus di sini."* He adds that this is so they can inspect the contents first, *"Itu kita periksa isinya dulu."*

Stephanie accepts that and then asks whether it can be inspected there or if it must be taken to the main post office, *"O, begitu. Dan bisa periksa dari sini atau harus ke kantor pos."*

He tells her to take it to the main post office, *"Ke kantor pos pusat nanti."*

Stephanie accepts that, *"O, di pusat. O, gitu."*

He tells her the customs officer will inspect it then. *"Diperiksa bea cukai nanti."*

Stephanie accepts that and then thanks the Pak Juni for his help, *"O, gitu. Baik. Terima kasih atas bantuannya, Pak."*

The postal clerk-replies, *"Mari, mari,"* recognizing her thank you and ending the conversation.

Stephanie then places the stamps on the envelope. When she finishes, she approaches the window once again. She asks permission to disturb Pak Juni again and tells him she has one more question, *"O, permisi, Pak. Ada satu pertanyaan lagi."* [This lead into the question is a bit too formal]

He gives her the go ahead, “Ya?”

She asks where to mail the letter, “*Surat ini taruh di mana, Pak?*”

He tells her that he can take it, “*Saya bisa taruh di sini.*”

She says, “*O, bisa. Baik.*” Then she hands him the letter, then thanks him and says good-bye, “*Terima kasih. Selamat siang, Pak.*”

He also says good-bye, “*Mari. Selamat siang.*”

DI BANK 1

time: 3:25

summary

Stephanie goes to Bank BNI to buy \$20US worth of Indonesian rupiah. She asks the doorman where the foreign exchange desk is. She then goes there to complete the preliminary paperwork. When that is complete, she goes to the teller to actually change the money.

step by step

Peggy and Stephanie enter the bank. Stephanie greets the doorman, Pak Imam Ghozali, *"Selamat siang, Pak."*

He responds, *"Selamat siang,"* and asks if he can help, *"Bisa saya bantu?"*

She says that he can and asks where to go to change money, *"O, bisa. Saya mau tanya, Pak, di mana bagian valuta asing?"*

Pak Imam directs her to the appropriate desk, *"Bagian valuta asing, sebelah sana."*

She thanks him, *"O, ya, baik. Ma kasih, ya, Pak?"*

He responds, *"Sama sama."*

Stephanie goes to the foreign exchange banker, Pak Hadi Suwarno, and greets him, *"Selamat siang, Pak."*

He responds, *"Selamat siang."*

She states that she wants to change money, *"Saya ini mau tukar uang."*

He invites her to sit down, *"O, ya. Silakan duduk dulu."*

She thanks him, *"Terima kasih,"* and sits down.

Pak Hadi then asks her what kind of money she wishes to exchange, *"Uang dalam bentuk apa?"*

She tells him she wants to change US dollars, *"US dolar, Pak."*

He then asks to see the money, *"Bisa saya lihat dulu, ya?"*

She hands him the money with her right hand.

He accepts it with his right hand and then asks to see her passport, "*Bisa saya lihat paspornya?*"

Stephanie agrees, "*Ya, boleh,*" and hands him the passport.

She then asks the rate of exchange that day. "*Boleh saya bertanya?*" [Asking permission in this way in this context is overly polite. It would be more appropriate to say "*Pak, saya mau bertanya*" or just ask w/o asking to ask.] He agrees, "*Ya*" and she asks, "*Kursnya hari ini, itu berapa, Pak?*"

Pak Hadi tells her the rate of exchange (Rp8,200) and calculates the rate for her \$20US (Rp164,000).

He then asks her to sign a form, "*Silakan tanda tangan dulu.*" [*Silakan* indicates that her signing the form is for her benefit.]

Next, Pak Hadi directs her to the appropriate teller to change money, "*Selanjutnya untuk menukarkan ini, silakan ke bagian teller.*"

Stephanie asks Pak Hadi if there is a fee for exchanging money, "*Boleh saya bertanya* [too formal], *ada biaya untuk tukar uang?*"

He tells her there is not, "*Biaya tidak ada.*"

He then returns her passport and money and she thanks him. "*Ma kasih, Pak.*"

He tells her to go ahead (to the teller), "*Ya, silakan.*"

Stephanie proceeds to the teller, Pak Romy Abdul, and greets him, "*Selamat siang, Mas.*" He responds, "*Selamat siang.*"

She tells him that she wants to exchange money, "*Ini mau ditukar.*" [This request is grammatically incorrect; a better phrasing would be, "*Uangnya tolong ditukar, Pak.*"]

He looks at the form and tells her the rate of exchange. He then asks for her signature on a form, "*Minta tolong ditandatangani.*"

Pak Romy then stamps the appropriate documents. He counts out the money to himself. He then gives her the money, stating the total. [Note that he does not count the money out loud for Stephanie. This is normal in Indonesia.]

She takes the money and thanks him, "*Terima kasih...*"

She says good-bye, "*Selamat siang.*"

He also says good-bye, "*Selamat siang.*"

DI BANK 2

time: 1:00

summary

Bu Ani goes to the bank and asks to change large bills into smaller ones. The teller, Mbak Caecelia Pudjiastuti, assists her.

step by step

Bu Ani goes to the bank to change money. When the customer in front of her finishes, she steps up the teller, Mbak Caecelia Pudjiastuti, and greets her, *"Selamat siang, Mbak."*

Mbak Caecelia replies, *"Selamat siang."*

Bu Ani asks if she can get change, *"Boleh saya tukar uang, mbak?"*

Mbak Caecelia tells her she can, *"Boleh."*

Bu Ani tells her that she has large bills and wants them exchanged for small bills, *"Ini uangnya uang besar; saya minta ditukar dengan uang kecil."* She then explains exactly how she wants the change in Rp10,000 and Rp20,000 bills, *"Yang dua puluh ribuan, ini seratus ribu. Lalu yang seratus ribu lagi, sepuluh ribuan. Bisa, Mbak?"*

Mbak Caecelia says that she can, *"Bisa,"* then counts out the money silently to herself and then hands it to Bu Ani.

Bu Ani then counts the money silently to herself. When she finishes, she puts it in her purse and thanks Mbak Caecelia, *"Ma kasih, mbak."*

Mbak Caecelia replies, *"Sama-sama."*

Bu Ani says, *"Mari."*

The clerk replies, *"Ya."*

Bu Ani leaves.

BERKUNJUNG KE DESA BAGIAN 1: MASUK RUMAH

time: 1:30

summary

Pak Wahab goes to visit his sister, Bu Lilik, at their kampung halaman, the village of Trompo Asri. He brings with him three visitors, all of whom have been raised outside Java: Bu Mersti, a native of Manado, North Sulawesi; Bu Ani, a Javanese who was raised in Irian Jaya; and Peggy, an American. Bu Mersti and Bu Ani are graduate students at Universitas Negeri Malang and Peggy is a visitor in Java. Bu Lilik's house is filled with family, both those from the village and those visiting from Kalimantan. They greet their guests and invite them to come in and sit down. The guests present Bu Lilik with some oleh-oleh, some little cakes from the HTS store.

step by step

As they approach his sister's house, Pak Wahab calls out with the Muslim greeting "Assalam'alaikum." Someone responds, "Walaikum salam."

Bu Lilik emerges from the house and shakes hands with her brother, Pak Wahab. Others follow and greet the guests.

Bu Lilik greets Peggy and invites her to enter in Indonesian with "Mari, silakan masuk."

She greets and invites Bu Mersti and Bu Ani to enter with Javanese, "Mangga."

They enter the house and Bu Lilik invites them to sit down by saying, "Mari, silakan Mari," and gesturing toward the chairs.

They begin to sit down, but before doing so Peggy calls, "Bu Lilik."

Pak Wahab says to his sister, "Ada oleh-oleh," while Peggy and Bu Mersti hand Bu Lilik some *oleh-oleh*, a bag containing a box of *kue*.

She takes the bag containing the box and says, "Terima kasih banyak sekali." She leaves for the kitchen and the guests sit down.

BERKUNJUNG KE DESA BAGIAN 2: OMONG-OMONG DAN MINUM

time: 9:05

summary

The guests sit down in the sitting room and are accompanied by their host Bu Lilik. Peggy introduces her friends, Bu Mersti and Bu Ani. Bu Lilik shows humility by apologizing for the condition of her house. The conversation continues with questions about what time they left home, talk of the village and Peggy's previous visits, and then of the language situation in various areas. Bu Lilik then excuses herself to go to the kitchen, where she supervises the preparation of refreshments. Refreshments are then brought out to the guests and the servers are complimented by the guests.

step by step

The guests all sit down on the sofa accompanied by Bu Lilik and one of her relatives from the village. She begins the conversation by asking Peggy how she is, *"Bagaimana kabarnya, Mbak Peggy?"*

Peggy answers that she is fine, *"Ya, baik-baik."*

Then she introduces her two friends from the university, *"Saya membawa dua teman saya dari sekolah. Ini Bu Mersti dan Bu Ani."*

Bu Lilik apologizes for the condition of the house in this village, the birthplace of her brother, Mas Wahab, *"Keadaan rumahnya gini, di desa ini tempat kelahirannya Mas Wahab."* She then points to an older house and indicates that it was the original house of her parents, *"Itu asalnya."* Then she indicates that this house is the one she has built, *"Kalau ini, saya bikin."* [Actually the guests should then praise the house in some way, e.g., *"Rumahnya bagus sekali."*]

She then asks what time they left, *"Tadi Mbak Peggy berangkatnya, jam berapa?"* and then compares the journey to her house to going up a mountain and into the backwoods, *"Seperti gunung, naik; kalau masuk sini seperti hutan."*

The guests downplay any difficulties they had in making the journey, saying it was *enak* or pleasant. Then Bu Mersti replies that they are also from a village, *"Ya,*

kami juga dari desa,” thus showing understanding and solidarity with their hostess.

Pak Toyok points out that Peggy has been here before and Bu Lilik comments, “*Jadi agak paham sedikit... di desa*,” so although she is not from a *desa*, she has visited there before and therefore was not unpleasantly surprised.

Next they talk about the languages of each area. In Manado, neighboring villages speak local languages that are not mutually intelligible, but Bahasa Melayu Manado is the lingua franca. Bu Ani says that in Irian there are 240 languages. Bu Lilik says that in Java, there is *ngoko*, *ngoko alus* and *krama inggil*. She then says that she used to call her brother *cak*, an East Javanese *krama inggil* term for an older brother.

Bu Lilik excuses herself to go to the kitchen to supervise the preparation of refreshments by saying, “*Sudah! Silakan duduk dulu. Saya akan ke belakang sebentar.*” The guests excuse her with “*O, ya,*” and “*Silakan.*”

In the kitchen, the younger women pour the drinks and set out various kinds of *kue* on plates. The *kue* is plentiful and of many varieties indicating the affluence of Bu Lilik’s household. Bu Lilik then tells them to take the refreshments directly out to the front, “*Dibawa aja langsung ke depan.*”

When the refreshments arrive, Bu Ani comments that they have gone to such trouble and then exclaims that what is being presented is extraordinary, “*Kok repot-repot. Luar biasa ini.*”

One server replies that some of these things are only available in a village, “*Cuman ini ada di desa*,” showing that this is a special experience for the city visitors.

Peggy compliments the servers saying that there are many *bidadari* (beautiful women) in the village, “*Banyak bidadari di desa.*”

Bu Mersti adds another similar compliment, saying that Pak Wahab’s nieces are very pretty, “*Keponakan Pak Wahab cantik-cantik.*”

They then talk about one of the young men who is a chemical engineer, jokingly referring to him as *tukang insinyur*. This term apparently came from a popular Indonesian movie *Si Doel, Anak Betawi*. It is funny because the word *tukang* is usually restricted to lower class jobs, while *insinyur* is a higher class job.

Pak Wahab then explains his relationship to one of the servers, that is, she is his older sibling’s granddaughter. “*Ini cucu dari kakak saya.*” Another is his niece or nephew’s daughter, “*Anak keponakan.*”

Bu Lilik later reappears after bathing and changing clothes, and announces that she is now freshly bathed, “*Sudah mandi, segar.*” [It is important to be clean when receiving guests; if one is sweaty or dirty when guests arrive, it is polite for the host to leave them to bathe and change clothes before sitting and visiting with

the guests]. Peggy compliments her saying, “*Cantik.*” Pak Wahab responds with, “*Apa cantik adikku?*”

Bu Lilik rearranges the plates and then sits down. She invites them to take some refreshments, “*Mari. Silakan.*”

Bu Ani thanks her and comments that there are many kinds, “*Ya, terima kasih, macam-macam.*”

Peggy points to the *kue tok* and asks if she made it herself, *dibikin sendiri*, since homemade *kue* is more highly valued than store-bought *kue*, and the effort put forth to make homemade food should be appreciated. She then asks about how the *kue* was colored green, and Bu Lilik replies with *daun saji* or *pandan saji*.

Although it has been a while since the refreshments were served, still no one has taken anything to eat or drink. Therefore Bu Lilik repeats her invitation to take the refreshments saying “*Mari*” (Indonesian) repeatedly to Bu Ani, Bu Mersti, and Peggy, and “*Mangga, Mas*” (Javanese) to her brother, Pak Wahab.

Pak Wahab looks at Bu Ani and invites her to drink saying, “*Ayo, Mbak.*” He then realizes he has called her *Mbak* instead of *Bu*.

Bu Ani laughs and reassures him that that is good. She likes being called *Mbak* because she feels younger, “*Ya, Pak. Bagus Pak. Senang dipanggil Mbak karena terus jadinya lebih mudah.*” She then looks at Bu Lilik and explains that actually she is already old, “*Karena saya sudah tua sebenarnya, Bu.*”

This time they all drink in unison. Next, Bu Lilik stands up and serves the *kue* and they talk about the names *kue tok*, *nogosari*, *onde-onde*. They compare what is called *onde-onde* in Java to what is called *onde-onde* in Manado (What is called *onde-onde* in Manado is called *kelepon* in Java).

Pak Wahab asks for a tissue and Bu Lilik relays the request to those in back. “*Tisu, tisu. Tisu.*”

While Bu Lilik is in the back, Bu Mersti asks Peggy if her snack is tasty, *enak*. She indicates that it is by saying, “*Mmm*” and nodding her head.

Pak Wahab then repeats the question, “*Enak?*” Peggy replies in the affirmative, “*Enak.*”

When Bu Lilik returns, Bu Ani asks how many children she has, “*Ibu berapa putranya?*”

She tells about her children: their names, ages, and what they do. Then she talks about her husband.

Bu Ani asks permission to go to the bathroom. “*Maaf, Ibu. Saya boleh permisi numpang ke belakang sebentar.*” Bu Lilik gives permission with, “*Mangga, mangga.*” Bu Ani apologizes, “*Maaf lho, Bu.*” Bu Lilik replies that it doesn’t matter but warns her that it is ugly, “*Ndak apa-apa tapi jelek lho, Bu.*” Ani replies that it

doesn't matter; whatever she has is OK. *"Ndak apa-apa. Ada-ada aja."* Bu Lilik again gives her permission with, *"Mangga, mangga"* and Bu Ani leaves.

When she returns, she says that she is relieved, *"Sudah lega, saya."* Bu Lilik asks how it was and if she found it ugly, *"Gimana, Bu? Kamar mandinya jelek."* Bu Ani responds, *"O, Ibu ini!"* She laughs, then says it doesn't matter if it is ugly, the important thing is that it's clean, *"Jelek, tidak apa-apa; yang penting kan bersih."* They all laugh.

Bu Lilik then invites her guests to have some lunch, but tells them they will have to take potluck because they are in a village (implying that there might not be much to offer, *"Mari silakan, Bu. Makan seadanya. Karena di desa."* This is a humble statement indicating that she has not gone to any special trouble.

Bu Lilik then urges them into the "dining room" with *"Mari, mari."*

Bu Ani replies, *"Kok, repot-repot lho, Bu,"* an expected expression that acknowledges the trouble that Bu Lilik has gone to for them. To this Bu Lilik replies, *"Ooo, apa, sih, seadanya,"* again assuring them that it has been no trouble.

Pak Wahab then says, *"Masakan khas."* Bu Lilik adds, *"Masakan khas desa ini,"* indicating that the food that they are about to eat is unique to their village. This is typically the case throughout Indonesia, that each region, and often each village within that region, has its own foods unique to the area.

They all leave for the "dining room."

learning focus

This video can be used to increase student's awareness of the routine followed by Indonesians when visiting friends, family and acquaintances, particularly in a village setting. A number of aspects can be focused on:

Terms of address and reference: The students could be asked to observe and write down how each person is addressed and by whom. They can also notice how non-present persons are referred to.

They should note, for example, that Pak Wahab is referred to as Mas Wahab by his sister, i.e., the way in which he is addressed varies depending on the speaker's relationship with him.

They should also note that even the Indonesians occasionally have difficulty selecting the appropriate address term, for example, when Pak Wahab is embarrassed for having called Bu Ani *Mbak*.

Students' attention can also be drawn to the question *"Ibu berapa putranya?"* and compare that with the question, *"Berapa anaknya?"* which has the same meaning semantically but pragmatically *putra* is more respectful. *Putra* can be translated to mean either prince or child; it elevates the child in question and hence is a more respectful term than *anak*, which is more neutral].

Basa-basi: Have the learners focus their attention on the common expressions that comprise phatic talk including the trouble (*repot*) the host has gone to, deprecatory or self-humbling remarks one should make about oneself and one's possessions, and the appropriate responses to these remarks.

Sudah mandi: The students could be asked what they usually do to prepare when expecting guests, particularly guests that they have not met before or do not know well. As part of the discussion, the instructor could ask whether they usually bathe before or after such guests arrive.

The students could then be asked to notice when Bu Lilik bathed and changed clothes (i.e., after her guests had already arrived). The instructor could then explain that this frequently occurs in Indonesian culture and that is because hosts do not always know that they will be receiving guests, and even when they do, they do not necessarily know the time of their arrival. Since Indonesia is hot, and in many places humid as well, it makes sense to wait until the guests have arrived to bathe so as to be as fresh as possible.

Furthermore, questions (*Sudah mandi?*) and comments (*Sudah mandi.*) are frequently heard within the household on a daily basis.

Indonesia is an ethnically diverse nation, with language, food, dress, and customs varying from region to region. These differences are a common topic in intergroup interactions. The instructor could ask the students to search for indications that the people in the scenario come from different regions with different languages and customs.

This dialog is rich in pragmatic particles. For more advanced learners, attention can be drawn to these particles and the functions they serve in the discourse.

The students could compare and contrast the routines associated with visiting (entering inviting to enter and sit, and the serving of snacks and and a drink) with those in *Berkunjung ke Rumah Teman 1 & 2*, and *Berkunjung ke Rumah Tetangga*.

BERKUNJUNG KE DESA BAGIAN 3: MAKAN

time: 12:10

summary

Bu Lilik invites her guests into the next room for a “simple” meal, prepared from what happened to be on hand. However, when the guests go in, they find a sumptuous feast set before them on the floor. The hosts do not join the guests in the meal, but Bu Lilik and several others spend part of the time with them, periodically inviting them to eat and chatting with them. A variety of typical topics are discussed including the names, ingredients, tastes and origins of various foods, regional differences in food names and tastes, and how to eat the foods. The meal is sprinkled with invitations to eat and praise of the food.

step by step

Bu Lilik and her guests are chatting in the *ruang tamu*. After a while Bu Lilik invites the guests to have some lunch by saying, “*Mari silakan, Bu. Makan seadanya. Karena di desa.*” This is a humble statement indicating that they will just have to take whatever is available because they are in a village, and consequently there is not much to offer. Bu Lilik then urges them into the “dining room” with “*Mari, mari.*”

Bu Ani replies, “*Kok, repot-repot lho, Bu,*” an expected expression that acknowledges the trouble that Bu Lilik has gone to for them. To this Bu Lilik replies, “*Ooo, apa, sih, seadanya,*” again assuring them that it has been no trouble.

Pak Wahab then says, “*Masakan khas.*” Bu Lilik adds, “*Masakan khas desa ini,*” indicating that the food that they are about to eat is unique to their village. This is typically the case throughout Indonesia, that each region, and often each village within that region, has its own foods unique to the area.

They all leave for the “dining room.” When they get there, Bu Lilik directs her guests to sit down with “*Mari, mari.*” Upon looking at the food, it is quite clear that what they have been offered is not *seadanya*, but that Bu Lilik has gone to a great deal of trouble to prepare a sumptuous feast quite out of the ordinary.

Bu Ani expresses her surprise and pleasure, “*Kok, aduuuuuh!... matur nuwun, Bu.*”

The guests all sit down. Bu Lilik indicates that the particular dish that Bu Ani is raving about, *sapit bandeng* is one of her brother's favorites, "*Karena itu kesukaannya Mas Wahab.*" He acknowledges her attentiveness to his tastes by saying that he is spoiled by his younger sister, "*Saya dimanjakan. Dimanjakan oleh adik saya.*" Bu Ani adds that that is the way things ought to be, "*Itu memang sudah seharusnya, Pak.*"

Plates are served and then the food. Pak Wahab, as the highest status person, is given the rice first. Notice that only the guests are served. The hosts do not eat with the guests.

Bu Lilik invites them to take the food and eat it with, "*Mari, seadanya,*" again emphasizing that they are just being served whatever was available, playing down the sumptuous feast she has laid before her guests. She then leaves and goes back into the kitchen.

Pak Toyok also invites them to eat with, "*Mari, silakan,*" and he, too, heads for the kitchen, leaving the guests to enjoy their meal.

They then talk about the food: the names of the dishes, what they are made of and how they are prepared. Even though Bu Ani and Bu Mersti are Indonesian, they are unfamiliar with the food because it is from a different region.

Bu Ani comments that one food, *bandeng sapit* [a fish dish], is best enjoyed if eaten with the fingers, "*Nikmatnya pakai tangan.*"

Bu Lilik returns briefly with a bowl of oranges explaining that they were forgotten, "*ketinggalan.*"

Peggy offers tempeh to Pak Wahab, who takes it saying thank you and that it is tasty, "*Tempe terima kasih enak.*"

Pak Wahab shows Peggy one dish and explains how it is made: It has coconut on the outside and meat inside. He invites Peggy to try it with "*dicoba aja,*" but she refuses with, "*Saya vegetarian.*" While Pak Wahab accepts this refusal, many Indonesians do not find it an acceptable reason for turning down dishes made with meat unless the vegetarianism is dictated by one's religion.

He then makes a joke about *jangan*, which refers to a green vegetable in Javanese, but means "don't" in Indonesian.

Next they discuss the *sambal terasi*. Peggy comments that it is *enak*. Bu Mersti then explains how the *sambal* in Manado is made and that it does not typically contain *terasi* (shrimp paste), again pointing to the regional differences in food.

Bu Lilik returns and invites her guests to take more, "*Ayo, tambah. Nggak tambah lagi?*" She then notices all the food and says, "*Mari, kok masih utuh,*" expressing surprise that they have not eaten anything yet ("everything is still complete").

Then Bu Ani asks about the skewered chicken, *sate pentol*, prefacing her question with, “*Ini lho, Bu, saya mau tanya, ini apa, Ibu?*” Bu Lilik names the food, “*Itu, namanya sate pentol.*” Bu Ani then asks what that is, “*Sate pentol, apa itu?*” Bu Lilik then lists the ingredients and Pak Wahab participates in the discussion by saying that *laos*, a seasoning, is also used. Bu Lilik then explains the procedure for making it.

Bu Lilik again invites everyone to eat more by saying, “*Ayo, tambah.*” Pak Wahab then invites Peggy to eat a meat dish. She again refuses by saying, “*Saya vegetarian,*” to which Pak Wahab replies that he had forgotten, “*O, ya. Lupa.*”

Bu Lilik then urges her guests to try some more food with “*Mari, nyoba.*”

Bu Ani tastes the dish in her bowl and says that it tastes good and that later she will long for it and want to come back for more, “*Enak, Bu, rasanya. Nanti ngangenin. Kepingin datang lagi.*”

Bu Lilik’s sister arrives with the leaf that was used in the *sayur asem*, *daun wau*. Bu Ani asks, “*Daun apa namanya, Bu?*” Notice that Bu Ani’s questions and comments typically contain the vocative, Bu, adding politeness and respect. The guests then inspect the leaf visually as well as by testing its smell.

The telephone rings and Pak Wahab answers it. Meanwhile Bu Mersti asks Bu Ani for water. “*Bu Ani, minta tolong...*,” as she gestures toward the kettle of water. Bu Ani pours water for Bu Mersti and then for herself. Bu Mersti accepts it with “*ma kasih.*”

Bu Lilik’s sister offers more food to them saying, “*Mari, silakannya.*” They reply, “*Ya, terima kasih.*” Then Bu Lilik follows by offering oranges to Bu Ani and Bu Mersti. She holds the plate of oranges and says, “*Sayurnya*” (vegetables), and then self-corrects to “*Buahnya*” (fruit). Bu Ani and Bu Mersti, who are still eating the main course, refuse with a gesture and “*terima kasih.*”

The telephone is for Pak Rusli; it is long distance from Kalimantan. Pak Rusli is called and begins to enter the dining room to reach the phone, but then backs off because the way is blocked by the guests. Pak Wahab tells him to come through the dining room, “*Lewat sini saja,*” but Pak Rusli chooses to go around the outside so as not to disturb the guests. Meanwhile Pak Wahab, who seems to fear losing the connection, tells the caller to wait. “*Halo, ya? Sebentar, ya? Sebentar.*” When Pak Rusli reaches the phone, Pak Wahab returns to the table.

Bu Mersti then asks Peggy about the food’s taste. “*Mbak Peggy, enak, ya?*” She agrees, “*Enak.*”

Bu Lilik again verbally invites her guests to take more, “*Mari, tambah.*”

Bu Ani comments on the food she is enjoying, “*Saya sedang menikmati, bandeng apa tadi?*” She mentions the *bandeng sapit*, the *sate pentol*, and the *sayur asem*. She mentions having it boxed up (*dirata’in*) to take with her as a way of

complimenting the hostess, Bu Lilik, who accepts the compliment with “*Ya, biar tahu masakan di Trompo Asri.*”

They then talk about the fish and Bu Ani asks if they have their own pond, “*Punya kolam sendiri?*” to which Bu Lilik replies, “*Ndak.*”

Pak Wahab then talks about fishing when he was a child and the stream’s waters’ were still clean.

Azan, the call to prayer, begins from the mosque.

Bu Mersti offers oranges to Pak Wahab. Pak Wahab takes one and asks if they are sweet, “*manis.*” Bu Lilik replies that she does not know, maybe they are sweet, may sour, “*Ndak tahu, mungkin manis, mungkin masam.*”

Bu Ani reaches for more *sayur asam* and says she wants more, “*Saya kepingin sayur asem.*” Bu Lilik invites her to take more with “*mari.*”

Bu Ani again asks the name of the leaf that is in the *sayur asem*. “*Daun apa ini, Bu?*” They then discuss another leaf that can be used in *sayur asem*, *daun so*. In Sulawesi this leaf is called *daun ganemo*. Again, we see regional variation in the names of foods.

Pak Wahab has left half an orange and so Peggy asks if she can have it, “*Boleh saya...?*” Bu Lilik suggests that it might be sour, “*Tapi masam mungkin.*” Bu Ani suggests to Peggy that she take a fresh orange. “*Tidak ambil yang ini?*” She then strengthens the directive by telling her to take a fresh one. “*Peggy, ambil yang ini.*” Peggy replies, “*Ndah usah*” (“it isn’t necessary”). “*Pakai ini saja.*”

Bu Lilik warns her about the taste possibly being sour, “*Mungkin masam itu, Bu.*” She doesn’t know, “*Ndak tahu.*”

She then takes a bite and Pak Wahab asks her about the taste, “*Peggy suka?*” She says that for her, it is still good; it is not dry. “*Untuk saya, masih enak. Tidak kering ini.*” Pak Wahab states that for him it was too dry, “*terlalu kering.*”

Bu Ani comments that everyone has finished but she has not, “*Sudah selesai semua. Saya sendiri yang belum.*” Bu Mersti then says, “*Dia tambah gemuk.*” (“she’ll get fatter”). Bu Ani laughs and agrees, “*Ya, tambah gemuk.*”

Later, the guests begin to pick up their plates. Bu Lilik’s sister tells them to just leave them, “*Sudah biarkan aja. Biarkan...*”

Bu Ani then thanks Bu Lilik for the meal, “*Terima kasih banyak, Bu.*” Bu Lilik replies, “*Sama-sama.*”

Since *azan* has sounded, Peggy asks Bu Lilik if she would like to pray, “*Mungkin Bu Lilik mau solat?*” She agrees and excuses herself to pray. “*Ya. Ya. Sebentar. Saya mau solat dulu.*” Bu Ani and Bu Mersti both say, “*Ya. Silakan.*” She leaves. Then all the guests get up to leave and return to the *ruang tamu* for more chatting.

BERKUNJUNG KE DESA BAGIAN 4: PAMIT

time: 2:15

summary

After the meal, Bu Lilik asks everyone how they liked the food. Everyone tells which food they liked best. When it is time to go, Pak Wahab initiates the leave-taking by first asking if everyone had had enough, “Bagaimana, sudah cukup?” and then telling everyone to “finish” their drinks first. The guests then each say good-bye to each of the hosts, walk outside and put their shoes back on, and then leave.

step by step

After lunch, Bu Lilik rejoins her guests in the *ruang tamu* or sitting room. She asks them about their lunch, “*Bagaimana makanannya tadi?*” Everyone replies that it was *enak* or delicious.

Bu Ani says she liked the *bandeng sapit*, though she again stumbles on the name. “*Saya kesang dengan bandeng apa, Pak, tadi?*”

Bu Mersti says that she liked the *sate pentol*.

Then Pak Wahab and Bu Mersti ask Peggy what she liked, “*Mbak Peggy, apa?*” She responds, “*Kuenya.*” They say that she likes sweet things. She replies that she likes to eat, period, “*Suka makan, ya?*”

Pak Toyok expresses surprise that she is not fat, “*Tapi, kok ndak bisa gemuk.*” She explains that she always gains weight in Indonesia, “*Selalu tambah gemuk di sini.*”

Pak Wahab then gives the signal to leave by asking everyone if they have had enough, “*Bagaimana, sudah cukup?*” Peggy replies in the affirmative, “*Sudah cukup.*”

Bu Ani asks if they want to leave, “*Kita mau pamit?*”

Pak Wahab then suggests they finish their drinks first, “*Kita habiskan dulu, ya?*”

Bu Ani replies, “*Terima kasih.*” They all lift their glasses and take another drink, carefully leaving some of the juice in the glass.

Thank yous are exchanged by the guests and the hosts, “*Terima kasih.*”

Bu Ani then extends her hand to Bu Lilik and asks permission to leave, "*Pamit dulu, ya?*" They shake hands. Bu Lilik grants her permission and thanks her in Javanese since Bu Ani is also Javanese, "*Mangga, matur nuwun.*"

Bu Ani then extends her hand to Pak Toyok and says, "*Permisi, Pak,*" while Bu Mersti says good-bye to Bu Lilik, who replies, "*Terima kasih.*"

Peggy says, "*Terima kasih, matur nuwun*" using both Indonesian and Javanese to say thank you, which is redundant and a little bit odd.

Bu Mersti and Peggy also shake hands with Pak Toyok. Again notice the different styles of handshakes.

They walk outside the house and put their shoes on. All those remaining at the house congregate on the front porch to say goodbye. Pak Wahab then says good-bye with "*assalam'alaikum.*" They all respond, "*Walaikum salam*" as the guests depart.

MENCARI TEMPAT PENGINAPAN 1

time: 4:25

summary

Stephanie goes to Rumah Penginapan Kosabra looking for a place to stay the next day for three nights. While there she discusses the rooms available for her desired dates, the amenities available, her requirements, the price, and the payment. She then looks at a room and accepts it.

step by step

Stephanie comes to the doorway of the *Rumah Penginapan Kosabra* and knocks. [It is not necessary to knock since this is a place of business.]

The manager, Pak Sugeng Purwanto, responds, “*Ya, silakan masuk.*”

Stephanie enters and greets him, “*Selamat pagi, Pak.*”

Pak Sugeng greets her, “*Selamat pagi.*”

She states her request for a room and asks about availability, “*Permisi, ya. Saya mencari kamar. Ada yang kosong?*”

He replies that there is a room available, “*OK. Ada,*” and motions to her to sit down. “*Silakan.*”

He asks her how many rooms she needs. She tells him she needs one room for one person from July 3 to July 7.

He says he will check what is available, “*Coba saya lihat dulu, ya?*” He checks both the book and the board, then tells her that she can have a room, “*O, bisa. Bisa. Ada. Ada.*”

Stephanie then asks a question about whether the rooms have bathrooms in them, first asking permission to ask, “*Boleh saya bertanya, Pak?*” [Asking permission to ask a question is overly polite since she is asking a question that is routine and expected from someone looking to rent a room from a small hotel.] “*Dalam tiap kamar, ada kamar mandi atau tidak ada?*”

He replies that the bathroom is outside the room, “*Di sini, kamar mandi di luar kamar. Jadi di dalam tidak dapat fasilitas untuk kamar mandi.*”

Stephanie then asks whether there is hot water for bathing, *“Dan ada air hangat di sini?”*

Pak Sugeng explains that their rooms are very simple; if she needs hot water, she can ask them to boil some for her, *“Untuk air hangat yang diperlukan untuk mandi, kamar ini sangat sederhana, jadi, ya, pesan dulu direbuskan saja.”*

Stephanie then asks about the price. The manager invites her to look at the price list, *“Barangkali bisa dibaca. Silakan untuk melihat,”* and indicates the single rooms that are available: C-4, C-5, and C-7. He tells her to go ahead and look at the price list, then she can make a reservation, *“Silakan nanti untuk dicek, kemudian bisa dilaksanakan.”*

Stephanie wishes to narrow down the choice of rooms further and tells the manager she would like a room away from the street and not too close to the television either, *“Boleh saya tanya [Asking permission to question is again overly polite since she is asking a fairly routine question.] sekarang ini, saya mencari kamar yang agak jauh dari jalan dan nggak terlalu dekat televisi juga.”* She asks if he has any like that and which one it would be, *“Ada? Yang mana sesuai?”*

Pak Sugeng tells her that C-6 or C-7 would be the best.

She asks the price of these rooms. He tells her Rp25,000/night, *“Di sini tarifnya yang untuk satu orang, dua puluh lima ribu rupiah semalam.”*

She then asks if discounts are given, *“Dan harga itu boleh ada diskoun atau tidak ada?”*

He explains that they are not given for short stays, but for long stays a discount of 10%–20% is given. *“Kalau untuk jarak watkunya pendek tidak ada. Kalau cukup lama, memang diberikan sepuluh persen sampai dengan dua puluh persen.”*

She then asks to see the room, *“Mungkin mau lihat kamar dulu, ya?”*

He tells her to go ahead, she can see it, and then adds that he will take her, *“Silakan. Bisa. Silakan. Saya yang antar.”* They leave the front desk to go and see the room.

They go to the room. It is simply furnished with a double bed. Pak Sugeng opens the door. They enter and he says, *“OK, ini keadaannya. Kondisi kamarnya.”*

Stephanie replies that it is good and asks where the bathroom is, *“O, ya, baik. Dan kamar mandi, Pak, itu di mana?”*

He replies that it is in the front, on this side, *“Ada di depan, sini sebelah.”*

Stephanie accepts the room, *“Ya, jadi, Pak.”* She then asks if she needs to make a deposit, *“Dan saya mau bertanya, pakai uang muka atau tidak?”*

He reponds, *“Menurut aturan yang ada di sini, memang diperlukan pemesan harus membayar uang muka lima puluh persen.”*

Stephanie agrees and asks whether the deposit must be paid now or at the time of check in. *“Dan bayarnya sekarang atau waktu cek-in?”*

He replies that she can reserve now; then she can check in beginning tomorrow...

“Sekarang juga bisa. Jadi pesan dulu, kemudian untuk cek-in, ya, nanti bisa dilaksanakan mulai besok begitu.”

Stephanie agrees and thanks him, *“Ya, baik. Terima kasih, ya, Pak.”*

Pak Sugeng replies, *“Ya, sama-sama.”*

MENCARI TEMPAT PENGINAPAN 2

time: 4:45

summary

Bu Mersti and Bu Ani go to Rumah Penginapan Kosabra looking for a place to stay later. They inquire about a room for three nights beginning the next day. The manager, Pak Sugeng Purwanto, asks to see their identity cards, which is required in Indonesia. They inquire about the price and then attempt to bargain for a lower price, but are unsuccessful for such a short stay. He asks for a deposit of 50%, but Bu Ani asks to see the room first. After seeing the room, and inquiring about amenities, which include a bathroom down the hall, breakfast, and a nearby café for lunch and dinner, they decide to take the room, but negotiate not making the deposit. Then they say good-bye.

step by step

Bu Mersti and Bu Ani arrive at the doorway of *Rumah Penginapan Kosabra* and greet the manager, Pak Sugeng Purwanto, *"Selamat pagi, Pak."*

The manager responds, *"Selamat pagi, Sus"* to Bu Mersti. [He uses *Sus*, a term of address reserved for women who are not *pribumi*. He has misidentified her.] He then invites them both to come in and sit down, *"Mari. Silakan."*

Bu Ani replies, *"Terima kasih"* and they sit down.

Pak Sugeng asks, *"Barangkali [barangkali adds formality] ada yang bisa saya bantu?"*

Bu Mersti tells him they are looking for a double room and asks about availability, *"Pak, kami mau mencari penginappan untuk satu kamar berdua. Apa ada di sini, Pak?"*

He replies that there is a room available, *"Ada, Bu."* He then begins to look through his book to see exactly what is available.

Bu Mersti asks about the price, *"Tarifnya berapa, Pak?"*

He tells them Rp25,000/night. *"Tarifnya untuk satu kamar yang isi dua orang, dua puluh lima ribu."*

He then asks when they want to begin, *"Ibu mau bermalam dan kapan dimulainya?"*

They say tomorrow, *"Besok."*

He asks for how many days, *"Berapa hari?"*

They say for three days, *"Tiga."*

Pak Sugeng tells them that this is OK, *"Bisa, Bu."* He then asks for the required identification, *"Barangkali ada surat-surat yang Ibu miliki?"*

The question confuses Bu Mersti, who asks what he means, *"Maksud Bapak?"*

Pak Sugeng clarifies that an identity card or some other type of identification is what he needs to see, *"Ya, kalau ada KTP, atau surat-surat lain yang bisa sebagai untuk..."*

Bu Ani asks if he needs to see hers also, *"Dua-duanya?"*

He says both are OK or just one, *"Dua-duanya juga bisa atau satu saja."*

They hand him their ID cards (KTP) and he looks them over, and then accepts them, *"Ya. Bisa, Bu."* He then talks about the payment, saying that according to the procedure there, the person reserving must put down 50%, *"Dan menurut aturan yang ada di sini... di sini, pemesan harus membayar lima puluh persen dulu."*

Bu Ani asks for clarification, that is, if he means for a deposit, *"Uang muka?"*

He confirms that the money is for a deposit.

Bu Mersti asks whether it is to be paid now or tomorrow. *"Dibayar hari ini, Pak? Atau besok?"*

The manager says she is supposed to pay today according to the policy, but it will be acceptable if she pays tomorrow, *"Menurut aturan, sekarang; tapi misalkan Ibu besok mau bayar, pun, tidak apa-apa."* [This kind of behavior, that is, to state the policy but then agree to ignore it, is rather typical.]

Bu Ani suggests they look at the room first to see if it agrees with them, *"Kalau cocok."*

Bu Mersti asks if he can give them a lower rate because there are two of them, *"Tapi, Pak, apa bisa... bisa kurang, Pak? Karena kami berdua. Bisa, Pak?"*

He explains that according to the policy he cannot; however discounts are given for people who stay at least 10 days. He apologizes, *"Maaf, ya?"*

Ani asks how much of a discount is given for a 10-day stay.

He says 10%; if they stay one month, it is 20%. He apologetically says that that is the policy, *"Sudah peraturan, ya, Ibu, ya?"*

Bu Mersti says it doesn't matter and suggests that they look at the room, *"Tidak apa-apa. Kalau begitu, kita mau lihat kamarnya, Pak, ya?"*

He agrees and invites them to see it, *"Mari, silakan, Ibu."*

He shows them the room, *"Ini, Bu, kamarnya."*

They discuss that it could be for one person or for two. He then invites them to try the bed, *"Silakan, Ibu, untuk mencobanya bagaimana kondisinya."*

Bu Ani sits on the bed and asks about other facilities, *"Terus, Pak, selain ini fasilitas apa lagi?"*

He tells them they are served coffee or tea and a piece of *kue* for breakfast. For lunch or dinner they can go to the café. *"Di sini kalau fasilitasnya, kalau pagi bisa diberikan minum kopi dan minum teh dan satu potong kue. Untuk siang dan malam bisa pesan di kafe. Di sini bersedia untuk kafe juga."*

Bu Ani asks if it is far, *"Kafenya jauh, Pak?"*

He replies that it is not, *"Tidak. Itu di depan itu ada kafe Kosabra di belakang. Di belakangnya KOBRO."* It is only a few meters away, behind KOBRO.

Next Bu Ani asks about where the bathroom is, *"Anu, Pak, kamar mandinya di sebelah mana?"*

He points in the direction of the bathroom and says the bathroom is to the side, *"Kamar mandinya ada di sebelah, Bu. Ini kamar mandi."*

Bu Mersti asks if the bathroom is shared by everyone, *"Kamar mandi untuk itu semua, ya?"*

He tells her that it is, but there are two in front and two more in back so if the front one is in use, there are still more.

She then accepts it, *"Ya, bisa, Pak."*

He asks for a clearer confirmation, *"Jadi?"*

Bu Mersti clarifies that they will take it, and tomorrow they will return there, *"Jadi, jadi. Besok kita ke sini."*

Pak Sugeng accepts this and agrees to talk more about the contract tomorrow, *"OK, bisa. Silakan, Ibu. Nanti ngobrol waktu datang ke sini."*

Bu Ani then asks if they need to pay the deposit tomorrow or..., *"Jadi uang mukanya, besok saja atau?"*

Bu Mersti quickly suggests they just pay tomorrow, *"Besok saja, ya, Pak?"* closing off other options, such as paying now.

He agrees, *"O, besok boleh. Silakan, ndak apa-apa."*

Bu Mersti and Bu Ani thank him, *"Terima kasih, Pak."*

He responds then closes the conversation as he shows them out the door, *"Mari-mari, Ibu, silakan."*

Bu Ani says good-bye. *"Permisi dulu, Pak. Mari."*

He replies, *“Mari, mari, Bu.”*

They leave the room.

MENCARI RUMAH KOST 1

time: 3:45

summary

Bu Ani and Bu Mersti have recently arrived in Malang to study their S–2 (a post graduate degree). They are looking for a place to stay and would like to room together. They have heard that Bu Herman rents rooms and so they go to her home. After they explain their purpose, Bu Herman invites them in. She first gathers information about them and then tells them that she has one room available for one person. They discuss the room, its price, and whether or not it could accommodate two people. They ask to see the room and then negotiate to see whether or not they could both rent the one room. In the end, they decide to look elsewhere, but leave the door open should they decide that this is their best option.

step by step

Bu Ani and Bu Mersti approach the gate of Bu Herman’s home and then ring the bell.

Bu Herman comes out, opens the gate and they greet her, *“Selamat sore, Bu.”*

She responds, *“Selamat sore.”*

They introduce themselves. First Bu Mersti says, *“Saya Bu Mersti, Bu.”*

Bu Herman introduces herself, *“Bu Herman.”*

Bu Ani introduces herself without a title or kin term, *“Saya Ani, Bu.”*

She asks them what they need, *“Ada perlu?”*

They tell her that they are looking for a *tempat kost*.

Bu Herman tells them that there is still one empty room, *“O, ya, kebetulan masih ada satu kamar kosong.”*

Bu Mersti asks her if they can see it, *“Kami bisa lihat kamarnya, Bu?”*

She invites them in. *“Bisa. Bisa. Silakan masuk dulu.”*

They respond, *“Terima kasih.”*

Inside the house, Bu Herman invites them to sit down, *"Silakan duduk dulu."*

They again respond, *"Terima kasih, Bu."*

She begins the conversation by asking, *"Ibu dari mana?"*

Bu Mersti says that she is from Manado, *"Kalau saya, dari Manado, Bu."*

Bu Ani says she is from Jayapura, *"Saya dari Jayapura, Bu."* She explains that they have been sent here to study, *"Ya, kebetulan kami tugas belajar di sini."*

Bu Herman asks them how long they will be here, *"Berapa lama?"* They tell her it will be about two and a half years.

She then explains that she has one room available but that there is space only for one person. *"Ada kamar kosong tapi hanya satu."* She adds that the room is usually for only one person because maybe it will be too cramped with two people, *"Biasanya untuk satu orang saja karena mungkin terlalu sempit, ya, kalau untuk dua."*

Bu Mersti asks if they might still fit two people in there, *"Tapi untuk kita berdua, bisa, Bu?"*

Bu Herman tells them they may look at it first, *"Boleh dilihat dulu apa bisa (gitu). Mungkin."*

Perhaps price is the problem. So Bu Ani suggests that maybe there is a difference in price for one person versus two. *"Atau mungkin ada perbedaan antara apa? Satu kamar untuk satu orang dan satu kamar untuk dua orang, ya?"*

Bu Herman says there is a small difference, *"Sedikit berbeda, ya?"*

They ask how much exactly, *"Berapa, Bu?"* She tells them Rp150,000 for two people and Rp100,000 for one.

Bu Mersti then asks to see the room, *"Boleh kita lihat kamarnya, Bu?"*

Bu Herman agrees and invites them back, *"Ya, silakan."*

They leave for the bedroom that is available. They arrive there and Bu Herman opens the door and says, *"Ini."*

They thank her, *"Terima kasih, Bu."*

Bu Herman shows the room, *"Kamarnya seperti ini."*

Bu Ani is surprised to see the big double bed and says that it seems big enough for two people, *"Rasanya kok cukup besar, ya, Bu, kalau dua orang, tempat tidurnya."*

Bu Herman indicates that there is not enough room for two desks, *"Ya, tapi kami tidak bisa memberi meja tulis satu per satu."*

Bu Mersti says, *"Kalau kami belajar gimana, ya, Bu?"*

Bu Herman replies that the bed is too big for that, *"Maka, dari itu, karena ini terlalu besar untuk meja."*

Bu Mersti agrees, *"O, ya."*

Bu Herman explains that if there were only one person, it would work, *"Kalau hanya untuk satu orang, bisa."*

Bu Mersti looks at the room and agrees, *"Bisa juga, ya, rupanya?"*

Bu Ani then pushes again that the room is big enough for the two of them. *"Tapi boleh toh, Bu, kalau misalnya untuk dua orang begitu, kami sama-sama begitu di sini. Boleh?"*

Bu Herman gives token agreement, but hesitates searching for words, *"Ya, boleh, tapi mungkin kurang... kurang..."*

Bu Ani fills in *"kurang enak."*

Bu Ani asks Bu Mersti what they should do, *"Kalau begitu gimana, ya ?"*

They tell Bu Herman that they will think it over, *"Nanti kita pikir-pikir dulu."*

Bu Mersti says that if they decide they want it, they will come back, *"Kalau jadi, kita kembali lagi, Bu."*

Bu Ani then begins to say good-bye by saying, *"So that's it for now, ya?" Begitu dulu, ya?"*

Bu Mersti thanks Bu Herman, saying, *"Terima kasih, ya, Bu."*

Then Bu Herman says, *"Terima kasih. Sama-sama,"* as they leave the bedroom.

They walk from the bedroom to the door of the house where they *pamit*. *"Bu, pamit dulu, ya?"*

First Bu Mersti thanks Bu Herman, *"Ma kasih."*

Bu Herman replies, *"O, ya, terima kasih. Sama-sama."*

Ani asks her permission to leave, then thanks her, *"Permisi, terima kasih,"* and says they will come back if they decide the room is right for them, *"Nanti kami kembali kalau memang cocok gitu, Bu?"*

They say goodbye, *"Mari, Bu. Selamat sore."*

She says good-bye, *"Selamat sore."*

MENCARI RUMAH KOST 2

time: 6:55

summary

Cindy, an American, has a friend who will be coming from America to stay in Malang. The friend would like to live with an Indonesian family. Cindy has heard that her neighbor, Bu Herman, has a room available and that the Herman family is a good place for Americans to live and learn the language. Therefore she goes to the home of Bu Herman to look for a tempat kost for her friend. While there, she discusses her purpose in coming, the price of the room and meals, and the rights and privileges her friend would have in the household including opportunities to mingle with the family. They go to look at the room and discuss its features as well as those of the bathroom. Cindy agrees to take the room for her friend beginning the following month.

step by step

Cindy comes to the gate of Bu Herman's home and rings the bell. Bu Herman opens the gate. Cindy greets Bu Herman, "*Selamat siang, Ibu.*"

Bu Herman greets Cindy, "*Selamat siang*" and introduces herself by name, "*Bu Herman.*"

Cindy does not tell her name, but describes her purpose, "*Saya orang yang ingin lihat kamar, kamar kost di sini, ya?*"

Bu Herman asks her where she is from, "*Anda dari mana?*"

She tells her she is from America but is not looking for the room for herself but for a friend. "*Saya asal dari Amerika tetapi saya cari kamar kost untuk teman.*" Cindy asks to see the room, "*Saya bisa lihat?*"

Bu Herman agrees and invites her to come in and sit down, "*Silakan duduk.*" [The 'come in' is implied]

Cindy replies, "*OK. Terima kasih.*"

Once inside, Bu Herman again invites her to sit down, "*Silakan duduk.*"

Cindy thanks her, "*Terima kasih, Bu.*" She introduces herself by name, "*Nama saya, Ibu Cindy*" and asks Bu Herman her name, "*Dan nama Ibu?*" Cindy then

apologizes for forgetting Bu Herman's name, "*OK, saya lupa. Minta maaf. Sudah tahu nama tapi lupa.*" [Indonesians are really good about remembering names and forgetting it is not as expected or tolerated as in the US. However, Cindy's apology is sufficient.

When introducing herself, Cindy shakes Bu Herman's hand vigorously and for a relatively long time. Indonesians prefer a brief handshake that involves little movement].

Cindy then explains that she has a friend who is coming to Malang to study Bahasa Indonesia and would like a homestay situation, where she can live with and eat with a family so that she can learn the language faster. Cindy has heard that Bu Herman's home is such a place and asks if this is true, "*Apakah itu benar?*"

Bu Herman says that it is, "*Ya, benar. Kebetulan memang ada kamar yang kosong.*"

Bu Herman asks where the person is from, "*Dari mana?*"

Cindy asks her to clarify whether she means Cindy herself or the woman who will be coming to study the language, "*Saya atau teman?*"

Bu Herman clarifies by referring to the other woman as *anak*, "*Anaknya dari mana yang mau...*"

Cindy misunderstands her thinking that *anak* implies a minor; however it does not; it just means the *anak* kost, who happens to be younger than Bu Herman.

Cindy responds that her friend is from America, but that she is not *anak* but in her forties, "*Yang mau kost di sini, dia dari Amerika, tapi sekarang bukan anak. Dia sudah berumur empat puluhan.*" She adds that she is not married yet so one room is enough, "*Masih belum menikah. Dia hanya perlu satu kamar.*"

Bu Herman then asks Cindy if she would like to see the room, "*Apakah Anda mau melihat kamarnya?*" [Bu Herman uses *apakah* instead of *apa* to show more respect, probably because Cindy is a foreigner.]

Cindy says yes, "*Ya, saya mau lihat.*"

Bu Herman then invites her to go take a look, "*Silakan.*"

Before doing that, Cindy would like to know the price, "*O, sebelumnya ingin tahu, biasanya Ibu minta berapa harganya atau berapa untuk kamar itu?*" [According to our Indonesian informant, it would have been better to see the room first and then talk price, especially since Cindy had been invited to see the room.]

She tells Cindy, "*Ya, sekarang mungkin two ratus lima puluh.*"

Cindy asks if that is per month, "*Satu bulan?*"

Bu Herman confirms that it is for one month and includes breakfast and supper. "*Satu bulan. Makan pagi. Makan sore.*" Cindy does not hear the "*Makan sore,*" which was said in a very soft voice so she thinks that only breakfast is included.

Cindy then asks how much it would cost each time if she also wanted to eat lunch and dinner there, *"Kalau kami mau tambah makan siang atau makan malam, berapa harganya itu tambah satu... satu kali makan?"*

Bu Herman asks for Rp5,000, *"lima ribu."* [Cindy doesn't realize supper, *makan sore*, is included so she bargains to pay an extra Rp5,000/meal or Rp150,000/month.]

Cindy then tells her she wants to know if her friend should want the room, if it would be OK for her to come into the house and chat with the family, *"Juga saya ingin tahu kalau orang ini mau kamar di belakang, apakah dia boleh masuk ke sini, ngobrol dengan Ibu atau keluarga?"*

Bu Herman confirms that this is fine, *"O, ya. Boleh. Bebas. Nonton TV. Ya, semuanya."* She adds, *"Kami akan senang sekali kalau teman Anda bergaul dengan kami."*

They talk some more about how this approach will help the friend develop her Indonesian language competency more quickly.

Cindy then says, *"OK,"* indicating that all her questions have been answered.

Bu Herman again invites her to see the room. *"Mau melihat?"*

Cindy says, *"Ya, mau lihat sekarang."*

Bu Herman says, *"Mari, silakan"* and they get up and walk to the bedroom.

When they arrive at the bedroom, she invites her in, *"Silakan, ini kamarnya."*

Cindy asks for confirmation that the room is empty and is ready for a new occupant.

Bu Herman confirms this. She clarifies that the room is for just one person, *"Ini untuk satu orang saja."*

Cindy examines the room, commenting that there is a desk and a place to hang clothes. She then points to the mattress with her whole hand [It is polite to point with the whole hand as opposed to the index finger, but ideally the fingers should be closed not spread] and asks what it is made of, *"Kasurnya bahan apa?"*

Bu Herman tells her that it is *"Dari kapas."*

Cindy approves, *"OK, kapas, bukan foam, ya?"*

Bu Herman confirms that it is not foam, *"Bukan."*

Cindy repeats back, *"OK, bukan foam, bukan spring bed, ini kapas. OK"* [Cindy's bringing up the fact that it is not a spring bed seems kind of rude and arrogant or *sombong* since it would not be at all expected that a person living in a *kost* situation would have such an elegant bed]

Cindy then asks about the bathroom, *"Bagaimana kamar mandi? Ada kamar mandi?"*

Bu Herman explains, *"Ada, kamar mandi di luar."*

Cindy asks if it is shared with the other *anak kost*.

Bu Herman said that it is and Cindy asks how many people share it.

Bu Herman tells her there are four.

Cindy says that that is OK, not like having ten people, “OK, lumayan, ya, tidak sepuluh orang, ya?”

They laugh and Bu Herman then says that she won’t need to wait in line, “Tidak perlu antri.”

Cindy chuckles and says that is what she really wanted to know, “OK, baik. Ya, itu apa yang saya ingin tahu.” [This, again, sounds picky; while it is a concern of many Americans, Indonesian boarders would expect to share the bathroom with a fair number of people and would not likely voice a concern about it.]

Bu Herman then asks, “Bagaimana?”

Cindy agrees to take it saying that it is adequate and that maybe she will rent it for her friend, “Ya, cukup. Mungkin saya mau kontrak itu... kamar ini untuk teman saya, ya?” [The use of *mungkin* makes it ambiguous and so her response is not really clear.]

Bu Herman asks her when she would like to begin, “Kapan mulai?”

Cindy replies that she doesn’t want to begin until next month, “Tidak mau mulai sampai bulan depan, ya?” She is looking now so that something can be ready for her friend upon arrival.

Cindy begins to close the conversation by saying, “Ya, cukup sekarang, ya? Terima kasih, Bu.”

They walk to the door of the house. Cindy shakes Bu Herman’s hand in a long firm shake involving lots of movement and says, “Terima kasih banyak, Ibu. Saya sangat menghargai usaha dan waktu yang diberi saya, ya?” [While thanking a person for their time and effort in America is quite common, Indonesians would not do this. It would be something that Bu Herman would be expected to do in order to rent out her room and does not require a show of gratitude.]

Bu Herman replies, “Ya, sama-sama. Sampai ketemu.”

Cindy replies, “Sampai ketemu lagi, mari” and waves.

Bu Herman returns the wave.

DI WARUNG IJO

time: 5:20

summary

Mbak Nunik and Mbak I'is are taking some refreshment in a warung, Warung Ijo, when an acquaintance, Stephanie, comes in to have something to drink too. She greets her friends, chats a bit, then places her order. She then returns to Mbak Nunik and Mbak I'is and joins them. They chat while enjoying their refreshments. After a while, Bu Mersti and Bu Ani also come in and order lunch. Then Stephanie finishes her drink, pays and leaves. Shortly after, Mbak I'is pays for herself and Mbak Nunik, and finally Bu Mersti pays for herself and Bu Ani.

step by step

Mbak Nunik and Mbak I'is are eating in a *warung*. Stephanie walks in for refreshment, sees her friends there and greets them, “O, *selamat siang*.”

They stand up to greet her and say, “*Selamat siang*.”

She asks them where they are coming from, “*Dari mana?*” and Mbak Nunik replies that they have come from home, “*Dari rumah tadi*.”

Stephanie repeats back, “O, *dari rumah tadi*,” then asks Mbak I'is if she has finished her classes for today, “*Dan Anda, sudah selesai kuliah hari ini?*”

Mbak I'is replies that she has, “*Udah*.”

Stephanie repeats back, “O, *udah*.”

Stephanie gestures for them to sit down again and continue their eating by pointing politely with her thumb, and saying, “*Silakan*.” She explains that she wants to place her order, “*Saya mau pesan, ya?*” [A more native-like way of stating the request would be something like, “*Saya mau pesan dulu, ya?*” This would sound better and flow better]

They tell her to go ahead, “*Mari, Silakan*.”

Then she goes to the counter to place her drink order.

At the counter, the *warung* owner, Bu Dewi, greets her, “*Selamat siang, Bu*,” and asks what she would like to order, “*Mau pesan apa?*”

Stephanie asks what drinks she has, “*Untuk minuman?*”

Bu Dewi lists a number of them.

Stephanie decides to order *es blewah*. “*O, mungkin saya minta es blewah [Mungkin as used here is nonnative].*”

Bu Dewi repeats her order, then tells her to sit down, “*Es blewah. Silakan duduk dulu.*”

Stephanie thanks her, “*Ya, ma kasih, Bu.*”

Stephanie approaches Mbak Nunik and Mbak I’is. She asks if she can join them, “*O, boleh saya duduk?*”

They invite her to sit down with them. “*Mari. Silakan. Mari.*”

Mbak I’is is already eating her lunch. Note that she is eating with her fingers in the traditional Indonesian way. This is appropriate in homes and at *warungs*.

Stephanie asks Mbak I’is what she is eating, “*Makan apa, mbak?*”

Mbak I’is replies that she is eating roasted chicken, “*Ayam panggang.*”

Stephanie responds that that is delicious, “*Ayam panggang. O, enak, ya?*”

Mbak I’is then offers some to Stephanie, “*Mau?*” [This offer is *basa-basi*; it is not really to be taken seriously].

Stephanie politely refuses both with her hand held palm up and outward and by saying, “*O, nanti aja, ma kasih.*”

While the *warung* owner prepares Stephanie’s drink, the three friends talk about their day’s activities.

Bu Dewi then brings drinks for Mbak I’is and Stephanie saying, “*Minumannya.*”

They thank her, “*Terima kasih.*” “*Terima kasih, Bu.*”

Just before the drinks were delivered Stephanie had asked Mbak I’is about her progress on her thesis, “*Bagaimana kemajuan tesisnya?*”

Mbak I’is replies that she has not finished yet, “*Belum selesai.*”

Stephanie then asks her when she expects to finish. “*Kira-kira kapan selesai, Mbak?*”

Mbak I’is replies that she will finish this year, “*Tahun ini juga.*”

Stephanie replies that, thankfully, that is not a long time off, “*O, tahun ini. O, syukurlah, ndak lama.*”

Stephanie then asks about the topic of her thesis, “*Dan tesisnya itu tentang apa, Mbak?*”

Mbak I’is replies that it is about literature, “*Sastra.*”

Stephanie shows interest and says, “O, sastra. O, begitu.”

Mbak I’is then explains that it is closer to philosophy, “*lebih dekat ke filsafat*” and Stephanie again says, “O, begitu.” [This is a nice way to show that you are listening.]

Stephanie then asks if she has any plans for later this afternoon, “*Dan bagaimana nanti siang, ada acara?*”

Mbak I’is replies that she does not, “*Saya ndak ada.*”

Stephanie then asks permission to take a drink, “*Permisi, saya minum dulu, ya?*” [This is OK, but it is more common to just state that you are going to take a drink without asking permission first.]

Mbak Nunik gives permission, “*Mari.*”

Stephanie takes a drink and then opens a new topic with Mbak Nunik asking if she has just come from school, “*Kalau mbak Nunik tadi dari sekolah, ya?*”

Mbak Nunik replies that she went there to get her children’s report cards, “O, ya, *mengambil raport buat anak.*”

Stephanie responds, “O, begitu.” and then asks about their grades, “*Dan bagaimana hasilnya mereka?*”

Mbak Nunik humbly replies that, thankfully, the grades were good, “Ya, *syukur nilainya bagus.*” [She seems to suggest that it is not to her credit that they are so successful.]

Stephanie agrees, “O, ya, *syukurlah.*” [It would have been better to say something more complimentary, for example, “Your children are very smart,” “*Anak Mbak Nunik pintar.*”]

While the three continue eating or drinking and talking, Bu Mersti and Bu Ani enter the *warung* and walk to the counter to place their orders.

Bu Dewi asks Bu Mersti what she wants, “*Kenapa, Bu?*” [Although *kenapa* is often translated into English as “why,” In this context it means “what can I do for you?”]

Bu Mersti asks the owner what she has today on the menu, “*Menunya, apa hari ini?*”

Bu Dewi responds by listing a number of items, “*Menunya hari ini ayam bakar, ikan bakar sama rujak cingur.*”

Bu Mersti places her food order, “*Saya nasi pakai ayam bakar.*”

Bu Ani looks over the food, labeling some items and asking the names of others.

Bu Ani then places her order for *rujak cingur*, “*Saya coba rujak cingurnya, ya?*”

Bu Dewi then asks how many chili peppers she wants, “*Cabainya, berapa?*”

Bu Ani says she would like it to be just a little spicy, “*Cukup pedis aja.*”

Bu Dewi suggests that she take only one, “*Satu.*”

Bu Ani agrees, “*Boleh satu.*”

Bu Dewi invites them to sit down and wait for their order, “*Mari silakan duduk dulu.*”

However, they have not finished with their orders yet. They still need drinks.

Bu Mersti asks if there is *es degan*, a drink made from the water of a young coconut, “*Es degannya, ada?*” When told that there is, she chooses that, “*Saya pakai es degan.*”

Bu Mersti turns to Bu Ani and asks her what she wants to drink, “*Bu Ani?*”

She orders the same, “*Sama, deh.*” [In this context, “*deh*” means something like “please”].

Bu Dewi invites them to sit down while they wait, “*Silakan duduk dulu, Bu.*”

They thank her, “*Terima kasih.*”

After some time, Stephanie finishes her drink, and excuses herself, “*Anu, saya tinggal dulu, ya?*”

They excuse her, “*O, ya.*”

She says good-bye, “*Ya, mari, Selamat siang.*”

They say, “*Ya.*”

She then walks to the counter to pay.

Bu Dewi asks her if she has finished, “*Sudah?*”

Stephanie replies that she has and that she wants to pay, “*Ya, sudah, Bu. Mau bayar.*”

Bu Dewi tells her the amount, “*Seribu.*”

Stephanie pays with exact change and says “*Permisi*” as she hands her the money. [Permisi here is unnecessary and makes the utterance overly polite]

Bu Dewi then thanks her, “*Ma kasih.*”

Stephanie in turn thanks her, “*Ya, ma kasih kembali.*”

Bu Dewi then invites her to come back again, “*Kapan-kapan ke sini lagi.*”

Stephanie replies she hopes she will return later in the afternoon, “*O, ya, mudah-mudahan, ya, nanti nanti siang aja.*”

Stephanie then says good-bye, “*Ya, mari, ya, Bu?*”

The owner says good-bye, thanks her, and says good-bye again, “*Mari, terima kasih. Selamat siang.*”

Stephanie says good-bye again to the owner of the warung, “*Ya, mari,*” and then she says good-bye again to her friends, “*Da dah.*”

Mbak Nunik replies, "*Mari.*"

Then Mbak I'is gets up to pay. She tells the owner that she is paying for two, herself and Mbak Nunik, "*Bayar dua sama Mbak Nunik.*"

Bu Dewi asks what Mbak Nunik has had, "*Mbak Nunik tadi, apa?*"

Mbak Nunik replies, "*Es buah.*"

Mbak I'is says that she had rice, "*Nasi.*"

The owner calculates the price, "*Ibu nasinya, dua setengah. Jadi tiga setengah.*"

Mbak I'is hands her exact change.

Bu Dewi thanks her, "*Ma kasih.*"

Mbak Nunik says good-bye to Bu Dewi, "*Ayo, Mbak.*"

Bu Dewi replies, "*Ya.*"

Mbak Nunik then thanks, her, "*Ma kasih, Mbak.*"

Bu Dewi replies, "*Ma kasih, Bu.*"

Mbak I'is and Mbak Nunik depart and then Bu Mersti approaches to pay the bill for herself and for Bu Ani. She says, "*Sudah. Berapa, ya?*"

Bu Dewi calculates the price, which is *empat ribu* (Rp4,000).

Bu Ani, then puts her hand on Bu Mersti and offers to pay for her own meal, "*Bu Mersti, saya bayar sendiri.*"

Bu Mersti protests that it is not necessary, "*A, ndak apa-apa. Ndak apa-apa.*"

Bu Ani thanks her and jokes that next time she should treat her again, "*Ma kasih. Lain kali lagi, ya?*"

Bu Dewi thanks them and reminds them to come there often, "*Ma kasih. Sering-sering ke sini lho, Bu?* [*lho* here means something like remember, that is, it serves as a reminder.]

They reply that they will, "*Ya,*" and then Bu Mersti says good-bye, "*Mari, Mbak.*"

Bu Dewi replies, "*Mari. Selamat siang.*"

KANTOR IMIGRASI 1

time: 7:05

summary

Peggy goes to the Immigration Office to extend her socio-budaya visa. The immigration officer, Pak Sumedi, tells her the documents she needs to bring. She then goes to the immigration office's koporasi to buy the appropriate folder and the application form, and to photocopy the relevant pages of her passport. She then assembles the documents, which she has brought with her, and places them in the folder. She returns them to the immigration officer, who inspects them for completeness. The officer returns her passport to her and tells her that her documents are in order and that she should return in three days to pick up the visa. In the meantime, her visa is processed and signed by the head of the immigration office. When she returns three days later, she is given the passport and sent to photocopy the new visa. After returning from the photocopy place, she is free to leave with her extended visa.

step by step: di loket dan di koporasi

Peggy arrives at the Immigration Office, where she wants to extend her *socio-budaya visa*. She is called to the window by the immigration officer, Pak Sumedi. She goes to the window and explains what she wants to do as she flips through the passport looking for the page of her visa, *"Ya, Pak. Saya mau memperpanjang visa saya. Ada visa socio-budaya. Apa namanya, ya?"* Notice there is no greeting; no greeting is really necessary in this context. Also notice that Pak Sumedi does not ask if he can help, *"Ada yang bisa saya bantu?"* This is also not necessary.

Pak Sumedi asks to see her passport, *"Coba saya lihat pasport dulu."* She hands him the passport.

He then gives her a list of instructions: to buy a file folder from the *koporasi* and to photocopy her passport and her letter of sponsorship, *"Silakan ambil map atau... atau beli map di koporasi, fotokopi paspor sama surat jaminan."*

Peggy takes the passport and thanks him, *"Ya, terima kasih."*

Pak Sumedi dismisses her, saying, *"Ya, silakan."*

di koporasi

Next she goes to the *koporasi* to buy the folder. She gives her order to the clerk, Pak Adrianto, *"Saya perlu fotokopi paspor, halaman ini sama ini dan ini, juga map biru, juga formulir untuk memperpanjang visa."*

He photocopies the passport, gives her the copies, then a blue folder and the appropriate form, on which he places the necessary stamps.

She asks the price, *"Berapa?"* He then itemizes for her and gives her the total price. She pays and asks Pak Adrianto if she needs to fill out this form first, *"Jadi ini harus saya isi dulu?"*

He responds, *"O, ya, sesuai data-data..."*

She thanks him, *"Ya, terima kasih."*

He responds, *"Kembali."*

di loket

Peggy returns to the inside of the main office. She walks up to Pak Sumedi and tells him that she has come back with the folder and the letter from her sponsor is inside, *"Ya, Pak, saya sudah kembali dengan mapnya. Di dalamnya ada surat, surat dari sponsor."*

He examines the folder to make sure that everything is complete. Then he says, *"Saya periksa dulu,"* and asks for her passport, which she has forgotten to give him, *"Foto... Apa? Paspornya?"* She hands him the passport, and he tells her to wait for awhile. *"Silakan tunggu sebentar."*

She thanks him, *"Terima kasih,"* and returns to the waiting area.

After awhile she is called again to the window. Pak Sumedi returns her passport to her and tells her that her request has been completed; later in three days, she should return to pick it up. *"Sekarang permohonan sudah selesai. Nanti tiga hari kembali ke sini. Untuk prosesnya."*

She waits for more instructions, but there are none so Pak Sumedi repeats the original instructions: Her request has been submitted; he will forward it for processing. *"Sekarang permohonan sudah saya ajukan. Saya akan teruskan. Kembali tiga hari. Akan diproses."*

Peggy then thanks him and says good-bye, *"OK, terima kasih. Mari."* She leaves the immigration office. Notice that he does not reply with *Mari*. This is normal for his role.

step by step:
tiga hari kemudian

Three days later, Peggy returns to the immigration office. She hands her passport to the officer, Pak Sumedi, and reminds him that she was there before and that she wants to extend her visitor's visa. *"Ya, Pak, saya sedang mencari perpanjangan visa socio-budaya. Saya di sini tiga hari yang lalu."*

He takes her passport and tells her to wait for awhile, *"Ya, silakan sebentar."*

After awhile she is called again to the window. He tells her to pay the cashier; after that she is to bring the receipt to him. *"Silakan bayar ke kasir dulu. Setelah membayar kasir, kembali ke sini. Bawa kwitansinya."*

She asks if the fee is Rp200,000

He confirms that it is, *"Ya, betul. Dua ratus ribu rupiah."*

She thanks him, *"Terima kasih,"* and goes to the cashier, where she pays.

step by step:
di kantor kepala imigrasi

Meanwhile, her passport is taken along with another to the chief of the immigration office, Pak H. Gusmaritno, for his signature. The clerk who is carrying the folder knocks on the door of Pak Gusmaritno's office. He orders him in, *"Suk."*

The clerk explains that there are several passport/visa requests that need his signature. *"Ini ada beberapa surat permohonan yang siap ditandatangani, Pak."*

Pak H. Gusmaritno takes the folders and tells the clerk to sit, *"Duduk."* He signs the visa inside the passport and returns it to the clerk. He also signs another passport that the clerk has brought in.

When he has finished, the clerk returns downstairs with the signed passport and gives it to Pak Sumedi, the immigration officer.

step by step: di loket

The immigration officer, Pak Sumedi, calls Peggy back to the window and tells her that the process has been completed, *"OK, selesai, sudah."*

He tells her to photocopy the page with the new visa as well as the form and then to return to the window, *"Tolong difotokopi apa yang sudah dicap. Fotokopi. Terus formulirnya, fotokopi. Formulir dan paspornya yang sudah dicap, fotokopi. Kembali ke sini."*

She thanks him, *"Terima kasih."*

After the items have been photocopied, she returns to the waiting room. When she is called to the window, she hands Pak Sumedi the documents and the passport and tells him that the items have been photocopied, *"Ini difotokopi dan ini juga."*

He returns the passport and says, *"Ya, paspor selesai."* He then asks her to sign the book, indicating the place where she is to sign, *"Silakan tanda tangan di sini."*

She thanks him, *"Terima kasih,"*

He says, *"Selesai"* and nods his head in a gesture of good-bye.

KANTOR IMIGRASI 2

time: 10:25

summary

Bu Margaret Kintamani goes to the Immigration Office to apply for a passport. She first finds out which documents she needs. She then purchases the green folder and application form at the Immigration Office's koporasi. She then leaves to collect the necessary documents. Three days later she returns with them. The immigration officer tells her that they will process her application and that she should return in another three days in order to be photographed and fingerprinted. She returns three days later and is photographed and fingerprinted. She is told to return in two days to pick up the passport. She returns two days later, is asked to check for errors and sign for the passport.

step by step: di loket dan di koporasi

Bu Margaret Kintamani goes to the Immigration Office to apply for a passport. She greets the immigration officer, Bu Hanifa, "*Selamat pagi, Bu.*"

Bu Hanifa replies, "*Pagi.*"

She tells her she wants to apply for a passport and asks her what she should do, "*Saya mau mengurus paspor. Itu, bagaimana, Bu, persyaratan?*" Notice that Bu Margaret does greet the immigration officer. Although no greeting is necessary, it is much more polite to greet; however either way is fine.

Bu Hanifa asks, "*Siapa yang mau bikin?*" *Bikin* is more colloquial and more crude (*kasar*) than *membuat*.

Bu Margaret replies, "*Saya yang mau membuat.*" Bu Margaret's use of *membuat* is more refined or *halus*.

She then asks her what kind of work she does, "*Kerjanya apa, Bu?*"

Bu Margaret tells her that she is a *dosen*.

Bu Hanifa then tells her the documents she will need: identity card, family card, most recent diploma or birth certificate, and because she is university faculty, a letter of recommendation from her university: "*Kalau dosen itu, persyaratan paspor*

yang pertama, KTP, kartu keluarga, ijazah terakhir atau akta kelahiran; karena Ibu dosen jadi harus minta rekomendasi dari universitasnya, Bu.”

Bu Margaret asks where to get the form.

Bu Hanifa tells her, *“Formulirnya bisa ada di koporasi.”*

Bu Margaret then asks if she should return to the same window after she buys the form.

Bu Hanifa then explains that she must complete the form and then return to the window, *“Persyaratannya dilengkapi; formulirnya diisi sesuai dengan formative perdimnya. Dengan persyaratan lengkap. Nanti dibawa ke sini.”*

Bu Margaret asks how long the process will take, *“Untuk pengurusan paspor, perlu waktu lama, Bu?”*

Bu Hanifa tells her that it will take approximately three days from the time she turns in the required documents. *Di sini, biasanya persyaratan lengkap, permohonan dimasukan lebih kurang tiga hari. Nah setelah masukkan, datangnya ini hari satu tanggal satu, datang lagi tanggal tiga untuk foto, sidik jari, sama tanda tangan paspor.*

Bu Margaret asks how much the fee for the passport is, *“Untuk biaya pengurusan paspor, berapa, Bu?”*

Bu Hanifa explains that there are two types of passports, one with 24 pages and one with 48 pages.

Bu Margaret then asks where to pay, *“Mungkin untuk membayarnya, langsung di sini atau mungkin di...”* [The use of *mungkin* here is appropriate because she really is not sure; she is not using it simply as a hedge.]

Bu Hanifa politely explains when, where and how to pay, *“Untuk pembayarannya, setelah nanti mapnya jalan tiga hari, ACC sama kasih (languistim), ACC, terus Ibu ke sini lagi dengan kwitansi yang dikasihkan tadi, nanti lapor ke sini untuk diberikan kwitansi, bayar ke kasir.”*

Bu Margaret excuses herself saying that in that case, she will go to the *koporasi* first, *“Kalau gitu, saya akan ke koporasi dulu, ya, Bu, ya?”*

Bu Margaret thanks Bu Hanifa and says, good-bye, *“Terima kasih. Selamat siang, Bu.”*

di koporasi

Next Bu Margaret goes to the *koporasi* to buy the passport application form. When she arrives, the clerk is taking care of another customer. She patiently waits her turn. When the other customer leaves, she greets the clerk, Pak Adrianto, *“Selamat pagi, Pak.”*

He replies, “Ya.”

She tells him that she wants to buy the application form for a passport, “*Saya mau membeli formulir untuk pengurusan paspor.*”

He asks if this is for one person, “*Untuk satu orang?*”

She confirms this, “*Untuk satu orang.*”

She asks the price of the form, “*Berapa, Pak, untuk satu formulir?*”

He tells her the price, Rp8,500.

Then she asks if there is anything else she needs to do, “*Pak, ada persyaratan lain, Pak?*”

He, like the immigration officer, lists the documents she will need to bring from home.

She asks if she does not have a birth certificate if she can use something else instead and he tells her that she can use a diploma.

She then asks the price again, “*Berapa, Pak, semuanya?*”

He replies, “*Delapan ribu lima ratus*” (Rp8,500).

She pays him Rp10,000 and he gets change from the cashier.

He hands her the change, saying, “*Ya, seribu lima ratus.*”

She thanks him and says good-bye, “*Terima kasih, Pak. Mari.*”

step by step: tiga hari kemudian (1)

Bu Margaret has returned home to complete her application form and to gather the necessary documents. After three days, she has obtained them all, including the letter from her university. She returns to the immigration office and waits until she is called to the window.

Bu Hanifa calls Bu Margaret to the window. Bu Margaret greets the Bu Hanifa, “*Selamat pagi, Bu.*”

Bu Hanifa greets her in return, “*Selamat pagi.*”

Bu Margaret passes the green folder, complete with documents, to Bu Hanifa as she tells her that she wants to give her her passport application, “*Saya mau menyerahkan ini, formulir untuk pengurusan paspor.*”

Bu Hanifa asks if all the necessary forms are included, “*Sudah dilengkapi persyaratannya?*”

Bu Margaret tells her that they are, “*Sudah, Bu.*”

Bu Hanifa looks over the documents and then places the appropriate stamps on the documents and folder. She then tells Bu Margaret to return in three more days. “*Ini*

nanti, Bu datang lagi tanggal tiga untuk foto sama sidik jari dan tanda tangan di paspor."

Bu Margaret asks if she will pay on that day also, *"Nanti, setelah ini, sekarang, juga saya membayar biayanya, Ibu?"*

Bu Hanifa explains that she will need to pay for the photo, the passport, and the fingerprinting, *"Ya, nanti kasihkan ini untuk bayar foto, sama beli paspor, sama bayar sidik jari."*

Bu Margaret asks which window she will need to go to in order to pay, *"Di loket yang mana, Ibu?"*

Bu Hanifa tells her to go to windows nine and ten.

Bu Margaret thanks her, *"Terima kasih, Bu."*

Bu Hanifa replies, *"Ya."*

Bu Margaret says goodbye, *"Selamat siang."*

Bu Hanifa replies, *"Selamat siang."*

step by step: tiga hari kemudian (2)

After another three days, Bu Margaret returns to the same window at the immigration office with her receipt. She greets the officer, Bu Hanifa, *"Selamat pagi, Bu."*

The officer replies, *"Selamat pagi."*

Bu Margaret presents her receipt and reminds Bu Hanifa who she is and why she has come. *"Ini, saya kemarin disuruh kembali tiga hari."*

Bu Hanifa tells her to wait while she looks for her file, *"Tunggu sebentar, ya. Saya cari mapnya dulu."*

She then orders Bu Margaret to go to the cashier and pay for the photo and finger printing and then to wait in line again and later she will be called in order to get her photo taken.

Bu Margaret thanks Bu Hanifa, *"Ma kasih, Bu,"* who responds, *"Ya."*

After she has paid, Bu Margaret returns to Bu Hanifa with her receipt and tells her that she has paid, *"Ini, Bu, saya sudah bayar."*

Bu Hanifa asks if she has paid for the photo and fingerprints, *"Sudah bayar foto, sidik jari?"*

Bu Margaret replies that she has; she has paid for everything, *"Sudah, semuanya."*

Bu Hanifa tells her to photocopy the finger print card and return the original to the fingerprinting people. Then she needs to wait until she is called for the photo. *“Nanti fotokopi kartu sidik jarinya, ya? Aslinya kembalikan lagi tempat sidik jari. Terus ini tunggu untuk dipanggil untuk foto.”*

When Bu Margaret hesitates and seems unsure what to do, Bu Hanifa repeats the instructions, *“Ini fotokopi dulu sidik jarinya, ya? Setelah fotokopi, serahkan lagi ke tempat sidik jari. Terus Ibu tunggu nanti dipanggil untuk foto.”*

Bu Margaret thanks her, *“Terima kasih, Bu.”*

After awhile, Bu Hanifa calls Bu Margaret to the window again, *“Margaret! Margaret!”*

Bu Margaret presents herself, *“Ya, Bu, ini.”*

Bu Hanifa tells her to get her picture taken, *“Ini foto ke sana, ya?”*

Then she tells her that when she is finished, she should return again to sign her name, *“Nanti setelah foto, kasih ke sini lagi untuk tanda tangan.”*

Bu Margaret then asks clarification on what needs to be photocopied, *“Ini, Bu, fotokopi. Ini difotokopi juga?”*

Bu Hanifa tells her that some copies should be left with her; others should be taken to the photo place, *“Ini fotokopi tinggal sini. Ini bawa aja foto.”*

When she has completed the photo, she returns to the window. The officer then asks her if she has had her photo taken, *“Sudah foto?”*

Bu Margaret replies that she has, *“Sudah.”*

Bu Hanifa asks her to check some information showing on the computer, *“Ini benar..., ya?”*

Bu Margaret says that it is, *“Ya, Bu.”*

Bu Hanifa then asks Bu Margaret to check her name to make sure there are no errors, *“Boleh periksa namanya tolong dicek daripada di belakang ada kesalahan.”*

Bu Margaret looks it over and says, *“O, ya, sudah betul.”*

The clerk then asks her several yes/no questions, which she answers. *“Sudah pernah ke luar negeri?”*

Bu Margaret replies that she has not, *“Belum pernah.”*

Bu Hanifa then asks her, *“Bikin paspor belum juga?”*

Bu Margaret replies, *“Ya, belum, karena pertama kali sekarang.”*

Bu Hanifa checks that she is being sent out of the country by her job, *"Dinas dari kantor, ya?"*

Bu Margaret confirms that she is, *"Ya."*

Bu Hanifa then asks Bu Margaret to sign her name, *"Ya, udah. Tanda tangan, ya? Tanda tangan di sini."*

Bu Margaret signs her name and tells her, *"Sudah, Bu."*

Bu Hanifa tells her that she is finished for now and should return in two more days to pick up her passport. *"Ya, udah. Nanti dua hari lagi, ambil paspornya. Bawa kwitansinya, ya? Bawa kwitansi, ya? Nanti ke sini, kasihkan kwitansi."*

Bu Margaret asks if there is anything else she must do, *"Mungkin ada yang lain?"*

The officer replies, *"Sudah selesai. Itu aja."*

Bu Margaret says she will be back in two days, *"Dua hari lagi,"* and then thanks Bu Hanifa, *"Terima kasih."*

step by step: di kantor kepala imigrasi

During the next two days, Bu Margaret's passport is processed. When the paperwork has been completed, her new passport is then taken to the chief of the immigration office, Pak H. Gusmaritno, for his signature. The clerk who is carrying the folder knocks on the door of Pak Gusmaritno's office.

Pak Gusmaritno orders him in, *"Suk."*

The clerk explains that there are several passport/visa requests that are ready for his signature. *"Ini ada beberapa surat permohonan yang siap ditandatangani, Pak."*

Pak H. Gusmaritno takes the folders and tells the clerk to sit, *"Duduk."* He signs the passports and returns them to the clerk.

When he has finished, the clerk returns downstairs with Bu Margaret's signed passport and gives it to Bu Hanifa, the immigration officer.

step by step: dua hari kemudian

di loket

After two days, Bu Margaret returns to the immigration office. She approaches the immigration officer, Bu Hanifa, and says, *"Selamat pagi, Bu."*

She responds, *"Pagi."*

Bu Margaret presents her receipt and says, *"Saya mau mengambil paspor."*

Bu Hanifa presents her with her passport and tells her to sign the book with her name and passport number, *"Ini, tulis nama sama nomor paspor. Nomornya ini."*

Then she is to have one copy made of her passport and return it to the window. *"Tanda tangan sini, terus difotokopi satu kali, nanti fotokopi kasihkan di sini."*

Bu Margaret very politely asks to borrow a pen, *"Boleh pinjam, balpoinya, Bu."* She signs the book and returns it and the pen to the officer, *"Ini, Bu."*

The officer replies that she is finished, *"Sudah, ya?"*

MEMBERI INSTRUKSI KEPADA PEMBANTU

time: 3:00

summary

Mei is in her home giving the maid, Reni, instructions regarding her duties for the day, such as cleaning the kitchen, preparing tea and snacks for guests, washing clothes, and changing the bed linens. She begins in the kitchen. Mei then takes Reni over to the refrigerator and shows her where she has a list of daily tasks, the menu for the week, including special food for her son Daniel, who has allergies and does not like Indonesian food. She offers to teach her whatever she may not know how to make.

step by step

Mei approaches her new maid, Reni, in the kitchen. First she politely gets her attention and then tells her she wants to give her the instructions for the day, *"Bu Reni, permisi, saya mau memberi instruksi untuk hari ini."* This is very polite, in fact too polite by Indonesian standards. When talking to a maid, particularly a young one, it is not necessary to use a kin term; just the name would be sufficient.

She tells her to wash the dishes first and clean all the tables. *"Mencuci piring-piring dulu. Dan membersihkan semua meja-meja"*. Later there will be some guests so she should make tea. *"Nanti ada tamu. Saya minta Ibu membuat teh."* This request is problematic for several reasons: 1) using *Ibu* with Reni is too respectful; 2) *minta* here has the force of an order and should be softened with *tolong*, e.g., *"Tolong Reni buatkan teh."*

Reni asks for how many people, *"Untuk berapa orang?"*

Mei tells her for about six people. *"Kira-kira enam orang."* She tells her that if there are some small cakes, she can bring them out also. *"Dan kalau ada kue kecil, mungkin"* [She should make it clearer whether or not there already is *kue kecil*, and, if not, what she should do. *Mungkin* makes it ambiguous and confusing. It is not a clear order], *Bu, bisa membawa juga."* Grammatically she should have used *Ibu*; pragmatically she should have used *Reni*.

Mei asks her to wash the clothes later. *"Nanti saya minta Ibu mencuci pakaian."* [Again *minta* here has the force of an order and should be softened with *tolong*],

Then she apologizes that there is a lot because they have just returned from a hotel, “*Ya, maaf, ada banyak karena kemarin kami pergi ke hotel.*” [There is no reason to apologize here because it is Reni’s job to wash the clothes.]

Reni appropriately replies that it doesn’t matter, “*Tidak apa-apa.*”

Mei then wants to tell her that she wants Reni to clean the floor especially in the bathroom, “*Saya mau membersihkan lantai, khususnya kamar mandi.*” [Here Mei does not actually say what she had intended. She actually tells her that she, Mei, will do it herself, but Reni understands anyway.]

Also, if there is time, to change the sheet on the bed. “*Dan mungkin kalau ada waktu, di tempat tidur mengganti sprej.*” She explains that her parents will arrive the next week, “*Orang tua saya mau datang minggu depan.*” She then checks to see if Reni can do these things, “*Bisa, ya?*” [She should not have said *mungkin* and “*Bisa, ya?*” They are confusing and contradictory. “*Mungkin kalau ada waktu*” makes it sound as if this task were optional, but the “*Bisa, ya?*” at the end makes it sound as if there were no such option.]

Reni responds, “*Ya, bisa.*”

Mei asks if there are any questions, “*Ada bertanya?*”

Reni responds that there are none, “*Tidak ada, ya.*”

Mei then takes Reni over to the refrigerator and shows her where she has a list of daily tasks. “*Ibu Reni, setiap hari saya menulis instruksi. Setiap hari, silakan mencuci baju, manyapu dan mengepel lantai. Membersihkan kamar mandi, khususnya lantai, dinding, WC, dan tempat cuci tangan, ya? Dan menyeterika.*” She should have used *tolong* rather than *silakan* here because it is for the speaker’s benefit.]

“*Dan setiap hari saya menulis menu, Hari Senin sampai Hari Minggu. Pagi, siang, dan malam. Kalau ada pertanyaan atau tidak mengerti, silakan bertanya kepada saya.*”

She then explains that there are special foods for her son Daniel, who has allergies and does not like Indonesian food. She adds that if there is anything that she does not know how to make, e.g., pizza, Mei will teach her, “*Kalau Ibu tidak tahu bagaimana membuat ini, saya bisa mengajar.*”

Reni then very politely asks if she also needs to prepare breakfast, “*Apakah saya juga harus menyiapkan untuk makan pagi, Nyah?*” [She uses *Nyah*, which is a respectful title for a Chinese woman.]

Mei tells her that it probably is not necessary; Mei can make breakfast herself, but she would like Reni to make lunch and supper, “*O, mungkin tidak usah. Pagi, saya bisa membuat sendiri. Tapi makan siang dan makan malam.*”

She repeats that if Reni does not know how to make something, it doesn't matter.

Either Mei can make it herself or else she can teach Reni, "*Kalau ada makanan ibu tidak tahu bagaimana memasak, tidak ada apa* [should be *apa-apa*], *saya bisa membuat sendiri atau saya bisa mengajar kamu, ya?*" [Notice the inconsistency in terms of address. *Ibu*, as has been mentioned, is too respectful. *Kamu* is OK here, but Reni (i.e., name) is more common.]

Bu Reni replies, "*Hanya makan siang dan makan malam saja.*"

Mei then invites her into the next room to give her the next task, "*OK, silakan ke sini.*" [This is overly polite; *Ayo, ke sini* would be more appropriate.]

RAPORT

time: 3:00

summary

Bu Nunik and her son Bayu return home from school with Bayu's report card, which they show to his grandparents, Bapak and Ibu Herman. Bayu's friend, Akbar, and his mother, Bu Endang, also come by for a short visit. The adults discuss and compare the children's grades, and praise the children for their achievement. Then Bu Nunik serves some water to her guests.

step by step

Bapak and Ibu Herman are sitting in the *ruang tamu* reading the newspaper when their daughter Bu Nunik and her son Bayu return from school, where he has just received his final report card of the year. (In Indonesia, students are graded on a scale of one to ten for each subject.) Bu Nunik and Bayu bring the report card over to show the grandparents.

His grandfather, Pak Herman asks Bayu what grades he received, "*Dapat berapa? Dapat berapa kamu?*" His grandmother, Bu Herman, begins to read his grades out loud. For the most part, his grades have gone up but his ranking has gone down from number 3 to number 4 in the class because some of his classmates' grades have gone up even more. Bu Nunik explains that he did not do as well because was sick for one month. Nevertheless, he has done well.

Bu Herman praises him, "*Bagus.*"

Bu Nunik then excuses herself to go get Bayu's friend, Akbar and his mother, Bu Endang, "*O, ya, ada temannya Bayu, maaf, Bu.*" While she is gone, Bu Herman and then Pak Herman give Bayu hugs and kisses.

Bu Nunik returns with Bayu's friend and introduces him as the friend whose ranking is third in the class, "*Ini ada temannya Bayu yang ranking tiga.*"

Pak Herman asks to see Akbar's report card, "*Mana raportnya? Mana raport?*" Akbar hands over his report card.

Bu Nunik introduces Bu Endang simply as his mother, "*Ini ibunya.*"

Bu Endang shakes hands with *Ibu Herman* as she introduces herself as Akbar's mother, "*Kenalkan, Bu. Ibunya Akbar,*" and then she shakes hands with Pak Herman. Notice the handshake. Bu Endang greets Pak Herman in a very refined manner in line with Central Javanese norms. She bows to lower herself to Pak Herman's level, and she puts her left hand to her right elbow when she extends her hand. After gently shaking hands with Pak Herman, she brings her hand to her heart.

Bu Herman congratulates Akbar, "*Selamat, ya? Ranking tiga,*" and shakes hands with him.

Pak Herman then says, "Let's see," "*Coba lihat*" and begins to compare the grades of the two boys and finds them to be almost the same.

Bu Nunik excuses herself to prepare refreshments, "*Sebentar, ya? Saya ambilkan minuman dulu.*" This is very explicit; usually people are not so explicit, but it is OK.

Bu Endang comments on the trouble that she is going to, "*Ya, kok repot-repot.*"

Akbar's mother explains that his former ranking was #2, but another child who had been #5 had raised his ranking to #2.

Pak Herman continues to look at and compare the grades.

Bu Herman praises the boys saying, "*Bersahabat dan pintar semua.*"

Pak Herman affectionately pats both boys on the head.

Bu Nunik has left the room and arrives with refreshments, a container of water and two empty glasses.

Pak Herman asks Bayu where she is, "*Mana ibunya?*" and then calls her "*Nik?*"

She returns and apologizes because she is only serving water, "*Ini sebentar, mau ngambilkan minuman air putih saja. Nggak apa, ya, Bu?*"

Bu Endang accepts the humble drink graciously, showing appreciation for the trouble she has gone to, "*O, nggak. Kok repot-repot, Bu.*"

Bu Nunik then pours water for the two guests. She invites her to drink, "*Silakan, Bu,*" and then hands a glass to Akbar, who immediately takes a drink and returns the glass to the tray.

Bu Endang responds, "*O, ya, Bu, terima kasih,*" but does not take the drink.

Bu Nunik points to the other glass on the tray with her thumb and invites her again, "*Mari, Bu.*"

Bu Endang thanks her saying, "*Inggeh. Terima kasih,*" and takes a drink. *Inggeh* is polite Javanese for yes.

Bu Herman hands the report card to Nunik and tells her to put it away, "*Nik, Simpan nih.*"

Bu Nunik replies, "*Terima kasih.*"

Bu Herman encourages Akbar to take another drink, "*Akbar, minum.*"

He nods his head and says, "*Sudah.*" He is being *sungkan* or respectfully reluctant to take more.

APPENDIX: LIST OF INDONESIAN VIDEO SCENARIOS

TAPE 1

Masuk Rumah	2:50
Masuk Rumah 1	0:20
Masuk Rumah 2	1:00
Masuk Rumah 3	1:30
Pamit	3:50
Pamit 1	1:30
Pamit 2	1:15
Pamit 3	1:05
Berkunjung	28:10
Berkunjung ke Rumah Tetangga	7:35
Berkunjung ke Rumah Teman 1	9:00
Berkunjung ke Rumah Teman 2	11:35
Di Mana Jalan ke...?	4:45
Di Mana Jalan ke...? 1	1:35
Di Mana Jalan ke...? 2	2:10
Di Mana Jalan ke...? 3	1:00
Belanja	10:35
Di Pasar 1	0:45
Di Pasar 2	2:45
Di Pasar 3	1:55
Di Pasar 4	2:30
Membeli Sayur di Rumah	2:40
Naik Becak.....	5:00
Naik Becak 1	1:25
Naik Becak 2	1:20
Naik Becak 3	2:15
Di Biro Perjalanan	8:45
Di Biro Perjalanan: Karcis PELNI 1	4:00
Di Biro Perjalanan: Karcis PELNI 2	4:45
Ke Dokter.....	9:00
Ke Dokter 1	5:00
Ke Dokter 2	4:00

Belanja di Toko	13:50
Belanja di Toko Kecil.....	6:55
Belanja di Toko Batik 1.....	2:45
Belanja di Toko Batik 2.....	2:10
Belanja di Toko Batik 3.....	2:00
Di Kantor Pos	2:45
Di Bank	4:25
Di Bank 1	3:25
Di Bank 2.....	1:00

TAPE 2

Berkunjung ke Desa	25:00
Berkunjung Ke Desa Bagian 1: Masuk Rumah	1:30
Berkunjung Ke Desa Bagian 2: Omong-Omong dan Minum... ..	9:05
Berkunjung Ke Desa Bagian 3: Makan	12:10
Berkunjung Ke Desa Bagian 4: Pamit.....	2:15
Mencari Tempat Penginapan	9:10
Mencari Tempat Penginapan 1.....	4:25
Mencari Tempat Penginapan 2.....	4:45
Mencari Rumah Kost	3:45
Mencari Rumah Kost 1.....	3:45
Mencari Rumah Kost 2.....	6:55
Di Warung Ijo	5:20
Kantor Imigrasi	17:30
Kantor Imigrasi 1	7:05
Kantor Imigrasi 2.....	10:25
Memberi Instruksi kepada Pembantu	3:00
Raport	3:00